

LOUISIANA WILDLIFE AND FISHERIES COMMISSION

MINUTES

DECEMBER 5, 2002

THOMAS M. GATTLE, JR.
CHAIRMAN

BATON ROUGE, LOUISIANA

The following constitute minutes of the Commission Meeting
and are not a verbatim transcript of the proceedings.

Tapes of the meetings are kept at the
Louisiana Department of Wildlife and Fisheries
2000 Quail Drive

Baton Rouge, Louisiana 70808

For more information, call (225) 765-2806

AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LOUISIANA
DECEMBER 5, 2002

	Page
1. Roll Call	1
2. Approval of Minutes of November 7, 2002	1
3. Employee Recognition Awards Presentation	1
4. Customer Service Report	2
5. Enforcement & Aviation Reports/November	3
6. Rule Ratification - Control of Nuisance Wild Quadrupeds	4
7. Notice of Intent - Alligator Regulations	7
8. Set April 2003 Meeting Date	13
9. Election of Chairman and Vice-Chairman	14
10. Public Comments	14
11. Adjournment	14

MINUTES OF THE MEETING
OF
LOUISIANA WILDLIFE AND FISHERIES COMMISSION

Thursday, December 5, 2002

Chairman Thomas M. Gattle, Jr. presiding.

Bill Busbice
Terry Denmon
Lee Felterman
Tom Kelly
Wayne Sagrera
Jerry Stone

Secretary James H. Jenkins, Jr. was also present.

Chairman Gattle called for a motion for approval of the **November 7, 2002 Commission Minutes**. A motion for approval was made by Commissioner Sagrera and seconded by Commissioner Kelly. The motion passed with no opposition.

Employee Recognition Awards Presentation began with Mr. Jim Patton stating this was the second year for the Department's award program. There are three categories for the awards. The first is the Customer Service Award presented to those employees that provided quality service and assistance to customers. Recipients for this year were Ms. Judy Coody, Ms. Suzanne Delaune and Ms. Deborah Sander. Next category was the Employee of the Year Awards and are presented to those with overall outstanding job performance and consistently exceeds expectations. There can be 2 awards presented from each office, one from administrative support and the other from professional or enforcement staff. This year's recipients were Mr. Vince Guillory, Ms. Darlene Gunn, Ms. Carol Henderson, Ms. Kathy Johnson, Mr. Dave Moreland, Ms. Jennifer Voisin and Mr. Fred Whitrock. Mr. Tommy Prickett stated Ms. Gunn is the clerical employee from the Minden Office that excels in computer graphics and makes their work look very professional. He then stated Mr. Moreland was the Deer Study Leader for the State and has done research all over the state. Mr. Moreland excels in giving of his free time to the public and the white-tailed deer in the State. Mr. Prickett expressed appreciation to both employees. Mr. Ewell Smith stated Ms. Kathy Johnson was the "glue" that holds

the Seafood Board together. He then congratulated Ms. Johnson and thanked her for all of her help. The third category was for the Secretary's Award. These employees are chosen for excellence and outstanding accomplishment and are chosen by the Secretary of the Department. Secretary Jenkins then announced Ms. Marianne Burke as the first recipient. He stated she was very instrumental in putting together the SEAFWA Conference several years ago and people have recognized it as one of the best ever. The second recipient was Ms. Karen Foote who has been making meetings with the National Marine Fisheries Service for 7 years for Secretary Jenkins.

Then Secretary Jenkins presented a plaque to Chairman Gattle for his outstanding service on the Wildlife and Fisheries Commission. He added that Chairman Gattle was an outstanding member of the Commission, has dedicated a lot of time and effort to it and served multiple times as Chairman. Secretary Jenkins thanked Chairman Gattle on behalf of the Department and the State of Louisiana. Colonel Vidrine presented a plaque to Chairman Gattle for his 6 years of service on behalf of the Wildlife Agents Association and the Enforcement Agents. Also, he gave him several caps, an apron and a jacket.

Going on, Mr. Patton expressed thanks to the Employee Committee that sorted through the nominations and determined the recipients. Those included Ms. Judy Bruetting, Ms. Jan Bowman, Captain Sandy Dares, Mr. Charlie Dugas, Mr. Fred Dunham, Mr. Thomas Gresham, Ms. Judith Heintz, Mr. Rick Kasprzak, Mr. Greg Linscombe, Major Jeff Mayne, Mr. Mike Olinde and Mr. Howard Rogillio. Two special advisors, Ms. Wynnette Kees and Ms. Midori Melancon, were recognized and thanked for helping the Committee. Chairman Gattle stated, on behalf of the Commission, the Department is no better than the employees that do the work. He expressed appreciation for each employees outstanding performance and thanked them for their good work.

Next Mr. Jim Patton presented the **Customer Service Report**. This is the fourth year of the Department's Customer Service Assessment Program. A committee of employees meet quarterly to look at all items referred to the agency on customer service. Special thanks was noted to the Socioeconomic Section within the Department for their support in undertaking this effort. There are 6 components to the customer service model and they all work together to produce good customer service. There are 8 customer service standards derived from those components. In 2002, we received comments through the Internet and the traditional printed

cards. The customer service responses are then categorized. A point of information from data of the past 3 years showed the percentage for complaints has been about the same and the percentage for requests have increased. A pie chart showed the customer service responses were referred to all divisions within the agency. On the responses, a question of satisfaction rating was asked and of those that answered, 41 percent rated the Department excellent and 36.9 percent rated us good. Rating surveys taken at National Hunting and Fishing Day events showed high results. Seven questions is asked of everyone that responds on whether the service received was courteous and respectful, did the person serving you listen attentively, was the person knowledgeable and easy to understand, was the situation dealt with to the customers satisfaction and in a timely manner and was the facility visited neat and clean. In the year 2000, 91 percent stated the response was understandable; 78 percent stated it was timely; 74 percent felt they were treated well; and 82 percent felt the Department was knowledgeable. The last question asked during the National Hunting and Fishing Day survey was, "is Wildlife and Fisheries fulfilling its mission"? Over 90 percent have answered yes.

The **Monthly Law Enforcement Report for November** was given by Major Keith LaCaze. The following numbers of citations were issued during November.

Region I - Minden - 49 citations and 17 warnings.

Region II - Monroe - 84 citations and 1 warning.

Region III - Alexandria - 210 citations and 10 warnings.

Region IV - Ferriday - 205 citations and 14 warnings.

Region V - Lake Charles - 167 citations and 5 warnings.

Region VI - Opelousas - 80 citations and 8 warnings.

Region VII - Baton Rouge - 178 citations and 11 warnings.

Region VIII - New Orleans - 200 citations and 19 warnings.

Region IX - Schriever - 116 citations and 6 warnings.

Oyster Strike Force - 29 citations.

Seafood Investigation Unit - 10 citations.

SWEP - 32 citations.

Refuge Patrol - 12 citations and 3 warnings.

The grand total of citations issued statewide for the month of November was 1,350. Also there were 94 warning citations issued statewide.

The aviation report for November 2002 showed enforcement pilots flew two airplanes a total of 37.1 hours for enforcement and 24.1 hours for other divisions. Nine citations were issued.

Commissioner Busbice asked if the shooting deer at night citation was a Class 2 violation? Major LaCaze stated hunting deer during illegal hours was a Class 4 or possibly a Class 5. Then Commissioner Busbice asked what has been the outcome from those cases? Major LaCaze stated generally they get good prosecution throughout most of the State. Commissioner Stone asked about the confiscation of 60 lizards. Major LaCaze stated the reptile and amphibian business was a big business in Louisiana. Chairman Gattle asked if there have been any hunting accidents? Major LaCaze recounted one but added it was not fatal.

Mr. Jimmy Ernst handled the next item, a **Rule Ratification - Control of Nuisance Wild Quadrupeds**. At the August meeting, a Notice of Intent was presented and approved on rules and regulations for control of nuisance wild quadrupeds. Only one letter was received during the public comment period which resulted in a minor clarification change in the rule. Mr. Ernst asked the Commission to ratify the rule in its current form. Commissioner Denmon asked about the regulation of having written permission to shoot on someone else's land. Mr. Ernst stated permission from a landowner would be needed for a leaseholder to control wild quadrupeds. Commissioner Denmon asked if that regulation exists in other rules? Mr. Savoie stated permission is needed to do anything on any landowner's property. The same regulation is in the nutria and alligator rules. Commissioner Stone asked if any recommendations to landowners was being made to give written permission to leaseholders to harvest nutria or other nuisance animals? Mr. Don Puckett stated the Department could recommend the landowners include that in their leases. Mr. Savoie added that the Department is encouraging landowners to control nuisance animals on their own property by giving their leaseholders permission to harvest. Chairman Gattle asked for public comments.

Mr. Charlie Pettefer, a trapper, stated control against property damage is well regulated by requiring landowners permission.

Hearing no further comments, Commissioner Stone made a motion to adopt the regulation. Commissioner Busbice seconded the motion and it passed with no opposition.

(The full text of the Rule is made a part of the record.)

RULE

Department of Wildlife and Fisheries Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby promulgate rules governing control of nuisance wild quadrupeds.

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 1. Wild Quadrupeds

§125. Control of Nuisance Wild Quadrupeds

A. This rule applies only to the control of the wild quadrupeds listed below and ONLY when they are conclusively proven to be creating a nuisance or causing damage to property. The burden of establishing that the animal in question is causing the property damage shall rest with the property owner.

B. The following wild quadrupeds may be taken year-round without permit by the property owner or his designee, with written landowner permission, but only by trapping or shooting during legal daylight hours: coyote, armadillo, nutria, beaver, skunks, and opossums.

C. Squirrels, rabbits, foxes, bobcats, mink, otter, muskrat, raccoons and any of the other species listed above may be trapped alive and relocated to suitable habitat without permit provided the following conditions are met.

1. Written permission is obtained from the property owner where the animals are to be released and such written permission is carried in possession while transport and release activities are taking place.

2. Animals are treated in a responsible and humane manner and released within 12 hours of capture.

D. Traps shall be set in such a manner that provides the trapped animal protection from harassment from dogs and other animals and direct sun exposure.

E. Nuisance animals listed above may be so controlled by the property owner or his designee with written landowner permission, to prevent further damage.

F. Property owners must comply with all additional local laws and/or municipal ordinances governing the shooting or trapping of wildlife or discharge of firearms.

G. No animal taken under this provision or parts thereof shall be sold. A valid trapping license is required to sell or pelt nuisance furbearers during the open trapping season.

H. No species taken under the provisions of this rule shall be kept in possession for a period of time exceeding 12 hours.

I. This rule has no application to any species of bird as birds are the subject of other state and federal laws, rules and regulations.

J. Game animals, other than squirrels and rabbits, may only be taken by hunting during the open season under the conditions set forth under Title 56 of the Louisiana Revised Statutes and the rules and regulations of the Department of Wildlife and Fisheries.

AUTHORITY NOTE: Promulgated in accordance with the Louisiana Constitution, Article IX, Section 7, R.S. 56:1, R.S. 56:5, 56:6(10), and (15), R.S. 56:112, et seq.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 28: (December 2002).

Thomas M. Gattle, Jr.
Chairman

Before going on to the next item, Chairman Gattle recognized former Commission Member Jeff Schneider and welcomed him to the meeting.

A Notice of Intent - Alligator Regulations was introduced first by Mr. Phil Bowman. He stated that about 2 years ago the alligator industry approached the Department with problems on the quality of wild alligator hides. Since then, data has been analyzed from about 59,000 alligators, 4,000 of which were farm raised. A power point presentation would show the results of that data. The proposed Notice of Intent would correct the problem as it relates to the size of released alligators and the hide quality. Mr. Bowman then asked Mr. Noel Kinler to go through the data.

Mr. Kinler began the presentation stating there are two major components to the alligator management program. They are the wild harvest which is instituted every September and the farming/ranching program which involves collection of eggs, incubating the eggs and rearing in captivity, and then returning a percentage back to the wild. The slides included information on the Alligator Egg Harvest from 1989-2001, which over the last 5 years averaged 340,000 eggs harvested and of that number 287,000 hatched. The number of farm-raised alligators released into the wild has averaged 40,000 each year. For the 2002 season, the numbers were down due to the return rate being reduced from 17 percent to 14 percent at 48 inches in length and the poor nest production in 2000 due to extreme drought conditions. The next slide related to the Average Lengths of Farm Raised Alligators. Since not all alligators are 48 inches at release time, a sliding scale is used to allow the release of alligators between 36 and 60 inches. The average length of alligators being killed and sold are averaging 45 inches. Then shown was the number of farm released alligators over 55 inches and the percent released over 55 inches. Also a graph showed the number and percent of farm released alligators over 60 inches. Louisiana's wild alligator harvest for total harvest versus farm released harvest from 1995-2001 showed that the farm released alligators are making up a fairly small component of about 10 percent. Discussion then turned to hide quality analysis. Skin grades from over 59,000 alligators came from 2 different sources and were reviewed over a four year period. A specific statistical analysis was conducted to determine if the differences were due to chance or to real differences. Also the data was evaluated for trends over time. Mr. Kinler then explained the 3 different types of alligators. The first was the wild harvested alligators which are those harvested during the wild season. The second group is

the wild origin alligators which are harvested during the wild season but were hatched and grown in the wild. The last group is the farm origin alligators which are harvested during the wild season but were hatched and grown in captivity and then released into the wild. The percentage of grade 1 skins for wild origin alligators from 1998-2001 was 73 percent which has decreased over time. This decline is significant in both the wild origin and farm origin alligators and is significant for the two groups. Then for the wild origin grade 3 skins, the percentage ranged in the 3-5 area. For the farm origin alligators, the grade 3 skins are around the 14 percent range which reduces the value by 50 percent from a grade 1 skin. The graph shown next helped correlate the grade of an alligator with the size it was at release and the number of days it was in the marsh until it was recaptured. The numbers indicated that as a larger animal is released, the greater the chance it would be recaptured as a grade 3 skin. If alligators are left in the wild for longer periods of time, the percentage of grade 3 skins will be reduced. If the maximum release length is reduced to 54 inches, Mr. Kinler felt the grade 1 skins could be increased by 15.5 percent. In summary, he stated the current 5 year average length of release for alligators was 50.3 inches and this has increased in recent years. Also, the proportion of alligators released over 60 inches was 9 percent for 2002 and this has increased significantly since the 1998 release year. The proportion of release alligators over 54 inches was 23 percent in 2002 and these are the animals the Department would like to target. The proportion of the total wild harvest comprised of farm released alligators is small now, but the proportion for some landowners is higher than the statewide average. Skin grades for all harvest alligators has decreased over time and the skin grade for farm released are lower than wild alligators. Farm released skin grades can be improved by reducing the maximum release size. Then Mr. Kinler explained the proposed rule changes include: changing the sliding scale to a maximum 54 inches, not allowing for alligators to be released over 54 inches, and changing the closing date of the alligator release season from August 25 to August 15. To summarize, Mr. Kinler showed a graph depicting the increase in nest production from the 1970's to 2002. He added that the two programs are integral to each other and affect each other. Also it is important to strive in the regulation process to manage for both programs.

Commissioner Felterman asked what happens to the alligators over 54 inches if they can not be released. Mr. Kinler stated that if the proposed rule is ratified, staff would amend the 2003 egg

collection contracts which means the return of alligators would occur in 2005 and so a farmer will have 2 years to manage his strategy for those releases. Commissioner Feltermann then asked if a farmer ends up with an alligator over 54 inches, what could he do with it? Mr. Kinler answered he would have to slaughter the animal. Commissioner Sagrera asked what impact will the rule have on the 10 percent bonus tags? Mr. Kinler stated when the smaller animals are targeted, this increases the probability of harvesting more farm released alligators. Commissioner Sagrera noted the Department was encouraging the harvest of released alligators at an earlier age. Then he asked with moving up the return dates, is there any biological reason not to return alligators after the hunt? Mr. Kinler stated there is a manpower problem. He added that there have been maybe 5-6 releases during that 10 day timeframe in the last few years. Commissioner Sagrera stated he was not anti-54 inch return, but felt the farmers would not realize the benefits of a lower return rate. He noted that there are some alligators that grow faster than others and felt there may need to be some room for compromise. Commissioner Kelly asked if the conditions of the skins were affected by the drought over the last few years? Mr. Kinler felt a major component of the skin quality decline was related to drought conditions, but there seems to be something in addition to that affecting the alligators. Commissioner Kelly then asked what kind of mortality was being seen with smaller alligators being released? Mr. Kinler stated the sliding scale compensates for additional mortality expected with the smaller releases. Commissioner Sagrera stated the landowner has the discretion to limit the size of released animals. Commissioner Busbice made a motion to adopt the Notice of Intent. Commissioner Sagrera preferred a motion to adopt with a compromise to take care of those alligators over 54 inches. Chairman Gattle asked Commissioner Sagrera if he was wanting to modify the Notice of Intent. Commissioner Feltermann asked if it was an economic issue with having alligators over 54 inches going into the wild? Commissioner Sagrera stated it could be an economic issue since the larger alligators are not very much in demand. Chairman Gattle then asked for public comments.

Mr. Jeff Donald, an alligator farmer, stated the market was demanding smaller alligators. He added he changed his farm to grow the larger alligators and this resulted in an economic factor.

Mr. Johnny Price, Louisiana Trappers and Alligators Association and a wild hunter, stated they are seeing more and more

problems with the released alligators and felt the 54 inch sliding scale would be better in the long run.

Mr. Charlie Pettefer, a trapper, stated there are very few large alligators that the hides are not damaged. The only way to have a good alligator is to have a decent return and smaller alligators.

Mr. Rudy Sparks, speaking on behalf of the Louisiana Alligator Marketing Coop, stated the native wild alligator population as well as the alligator industry are very important to the state. He noted the members of the Coop are concerned about the decline in skin quality from both wild origin and farm origin alligators. Mr. Sparks felt the staff was giving the industry ample warning of problems that could occur in the future and advising them they need to be responsible in managing the resource. He encouraged the Commission to pass the Notice of Intent and advised more detailed comments would be forthcoming.

Mr. Allen Ensminger, a private wetland consultant, stated he prepared a written letter supporting the proposed Notice of Intent. He felt it was a move in the right direction. In the Pointe-au-Fer area, in the year 2000 they collected 340 eggs from the island whereas the year before 4,000 were collected. This really showed the impact salinity had on the female alligators. Another point that should be remembered with this proposal was the Convention on International Trade and Endangered Species (CITES). Louisiana was invited to the initial meeting in 1972 because of the proposal to list the alligator in Appendix 1. As a result of it being listed in Appendix 1, Louisiana was prohibited from exporting skins into international trade. In 1979, the American Alligator was delisted into Appendix 2 which has allowed Louisiana to enter the skins into trade by following a complex set of rules. A tag is required on all alligators that tracks him from the point of origin to the first point of manufacture into a product. This paper trail is maintained by the Department. Each year a letter of no detriment is provided to the U.S. Fish and Wildlife Service which presents it to the international body certifying that alligators from Louisiana do not have an impact on crocodilians and other skins worldwide. Mr. Ensminger felt the Department has never been given credit in developing the alligator program. This proposed rule will improve the wild alligator value.

Mr. Clayton Lowell, an attorney speaking on behalf of Mr. Arlene B. Cenac, Jr., stated Mr. Cenac was strongly in favor with

the proposed regulation. Those regulations will greatly enhance the quality of the alligator population in Louisiana.

Mr. Ted Joanen, representing Sweet Lake Land and Oil and North American Land as a wildlife consultant, began stating he was in favor of the Notice of Intent. Reducing the size of the alligators from 60 inches to 54 inches will certainly help improve the quality. Mr. Joanen has found that the French Tanning Association is very concerned with the quality of Louisiana's skins declining. Louisiana's image is being hurt by the quality of the skins going into the world market. Mr. Joanen stated it was extremely important to raise the level and get back to the top of the chart.

Commissioner Felterman stated he shared Commissioner Sagrera's concern on what should be done with alligators over 54 inches, but felt there was not enough economic data to know what that will be. Based on the fact there will be 120 days to possibly change the Notice of Intent, Commissioner Felterman made a motion to adopt it as is. Commissioner Stone seconded the motion and it passed with no opposition.

(The full text of the Notice of Intent is made a part of the record.)

NOTICE OF INTENT

Department of Wildlife and Fisheries Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby give notice of intent to amend the regulations governing the Alligator Regulations (LAC 76:V.701).

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 7. Alligators

§701. Alligator Regulations

14. Alligator Egg Collection

j. The alligator egg collection permittee and the landowner are responsible for the return of the percentage of live alligators to the wild described on the alligator egg collection permit. This requirement is nontransferable. Minimum return rates will be based upon the state average hatching success which is 78 percent. In no case shall the return rate be less than 14 percent at 48 inches total length. Each alligator shall be returned to the original egg collection area within a maximum time of two years from date of hatching. Each alligator shall be a minimum of 36" and a maximum of 60" 54" (~~credit will not be given for inches above 60"~~ no alligators will be accepted and no credit will be given for alligators over 54") in size total length and the returned sex ratio should contain at least 50 percent females. The alligator egg collection permittee/landowner are responsible for and must compensate in kind for alligator mortality which occurs for Department-authorized return to the wild alligators while being processed, stored, or transported. The Department shall be responsible for supervising the required return of these alligators. A Department transfer authorization permit is not required for return to the wild alligators which are delivered to the farm of origin no more than 48 hours prior to being processed for wild release. Releases back to the wild will only occur between March 15 and August 25 15 of each calendar year provided that environmental conditions as determined by the Department are favorable for survival of the released alligators. Any farmer who owes 1000 or more alligators at 48" must release at least 1/4 of the total owed for that year by April 30; at least another quarter by June ~~15~~ 10, at least another quarter by July ~~31~~ 15; and the remainder by August 25 15th. A farmer may do more than the required one-fourth of his releases earlier if available unscheduled days allow. Should an alligator egg collection permittee be unable to release the required number of alligators to the wild from his own stock, he shall be required to purchase additional alligators from another farmer to meet compliance with the alligator egg collection permit and these regulations, as supervised by the Department. Department-sanctioned participants in ongoing studies involving survivability and return rates are exempt from these requirements during the period of the study. Violation of this Subparagraph is a Class Four violation as described in Title 56.

AUTHORITY NOTE: Promulgated in accordance with R.S. 56:115, R.S. 56:259, R.S. 56:262, R.S. 56:263 and R.S. 56:280.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 16:1070 (December 1990), amended LR 17:892 (September 1991), LR 19:215 (February 1993), LR 20:321 (March 1994), LR 26:1492 (July 2000), LR 28:1996 (September 2002), LR 29: .

The Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate this notice of intent and the final rule, including but not limited to, the filing of the fiscal and economic impact statements, the filing of the notice on intent and final rule and the preparation of reports and correspondence to other agencies of government.

Interested persons may submit comments relative to the proposed rule to Mr. L. Brandt Savoie, Department of Wildlife and Fisheries, Box 98000, Baton Rouge, LA 70898-9000, prior to February 6, 2003.

In accordance with Act #1183 of 1999, the Department of Wildlife and Fisheries/Wildlife and Fisheries Commission hereby issues its Family Impact Statement in connection with the preceding Notice of Intent: The is Notice of Intent will have no impact on the six criteria set out at R.S. 49:972(B).

Thomas M. Gattle, Jr.
Chairman

Chairman Gattle then announced this was his last meeting and expressed appreciation for the kind words that were spoken earlier. He stated he has enjoyed serving on the Commission and felt it was not a chore. He then thanked Secretary Jenkins and Governor Foster. Chairman Gattle added he continues to stand in awe on the responsibilities of the Department in managing and maintaining the natural resources of the State. He closed by wishing everyone well and thanked all for allowing him to be there.

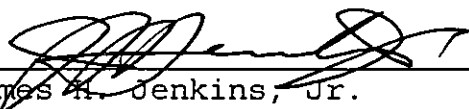
The Commissioners agreed to hold the **April 2003 Meeting** on Thursday, April 3, 2003 beginning at 10:00 a.m. at the Baton Rouge Headquarters. Commissioner Busbice then stated he would not be able to attend the January 2003 meeting and asked approval that it

be moved from January 7 to January 9. He then made that request into a motion and it was seconded by Commissioner Kelly. The motion passed with no opposition.

Chairman Gattle then went to the next item, **Election of Chairman and Vice-Chairman** by opening the floor for nominations for Chairman. Commissioner Kelly nominated Commissioner Denmon for Chairman. There being no further nominations, Commissioner Denmon was declared Chairman for 2003 by acclimation. Then for Vice-Chairman, Commissioner Stone nominated Commissioner Felterman. Again with no other nominations, Commissioner Felterman was declared Vice-Chairman by acclimation.

Chairman Gattle then asked for **Public Comments**. Mr. Phil Bowman stated he wanted to talk about the value of hunting and fishing to the State of Louisiana and the United States as well from a report by the Congressional Sportsman's Foundation and the National Shooting Sports Foundation. The value of hunting and fishing to Louisiana has been reported to be an \$8 billion a year business. Some interesting facts from the report included: sportsmen make up the eleventh biggest corporation in America; hunters and fishermen can fill up every National Football League Stadium, every Major League Baseball Stadium and every Nascar Track Stadium 6 times over. With regards to fishing, there are 34 million anglers and more people prefer sinkers than they do putters. On the hunting side, every year hunters pull the trigger on \$21 billion in spending and over \$2 billion is spent on food for hunting trips. Mr. Bowman then stated copies of the report would be ordered and made available to the Commission.

There being no further business, Commissioner Felterman made a motion to **Adjourn** the meeting and it was seconded by Commissioner Kelly.


James M. Jenkins, Jr.
Secretary

JHJ:sch

12/18/2002

Marianne,
Please review
the attached Minutes.

Thanks,
Susan Hawkins
12/19/02

MINUTES OF THE MEETING

OF

WILDLIFE AND FISHERIES COMMISSION

Thursday, December 5, 2002

Mr. G. L. Jenkins, Jr. presiding.

Terry Denmon
Lee Felterman
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the Seafood Board together. He then congratulated Ms. Johnson and thanked her for all of her help. The third category was for the Secretary's Award. These employees are chosen for excellence and outstanding accomplishment and are chosen by the Secretary of the Department. Secretary Jenkins then announced Ms. Marianne Burke as the first recipient. He stated she was very instrumental in putting together the SEAFWA Conference several years ago and people have recognized it as one of the best ever. The second recipient was Ms. Karen Foote who has been making meetings with the National Marine Fisheries Service for 7 years for Secretary Jenkins.

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Going on, Mr. Patton expressed thanks to the Employee Committee that sorted through the nominations and determined the recipients. Those included Ms. Judy Bruetting, Ms. Jan Bowman, Captain Sandy Dares, Mr. Charlie Dugas, Mr. Fred Dunham, Mr. Thomas Gresham, Ms. Judith Heintz, Mr. Rick Kasprzak, Mr. Greg Linscombe, Major Jeff Mayne, Mr. Mike Olinde and Mr. Howard Rogillio. Two special advisors, Ms. Wynnette Kees and Ms. Midori Melancon, were recognized and thanked for helping the Committee. Chairman Gattle stated, on behalf of the Commission, the Department is no better than the employees that do the work. He expressed appreciation for each employees outstanding performance and thanked them for their good work.

Next Mr. Jim Patton presented the **Customer Service Report**. This is the fourth year of the Department's Customer Service Assessment Program. A committee of employees meet quarterly to look at all items referred to the agency on customer service. Special thanks was noted to the Socioeconomic Section within the Department for their support in undertaking this effort. There are 6 components to the customer service model and they all work together to produce good customer service. There are 8 customer service standards derived from those components. In 2002, we received comments through the Internet and the traditional printed

cards. The customer service responses are then categorized. A point of information from data of the past 3 years showed the percentage for complaints has been about the same and the percentage for requests have increased. A pie chart showed the customer service responses were referred to all divisions within the agency. On the responses, a question of satisfaction rating was asked and of those that answered, 41 percent rated the Department excellent and 36.9 percent rated us good. Rating surveys taken at National Hunting and Fishing Day events showed high results. Seven questions is asked of everyone that responds on whether the service received was courteous and respectful, did the person serving you listen attentively, was the person knowledgeable and easy to understand, was the situation dealt with to the customers satisfaction and in a timely manner and was the facility visited neat and clean. In the year 2000, 91 percent stated the response was understandable; 78 percent stated it was timely; 74 percent felt they were treated well; and 82 percent felt the Department was knowledgeable. The last question asked during the National Hunting and Fishing Day survey was, "is Wildlife and Fisheries fulfilling its mission"? Over 90 percent have answered yes.

The **Monthly Law Enforcement Report for November** was given by Major Keith LaCaze. The following numbers of citations were issued during November.

Region I - Minden - 49 citations and 17 warnings.

Region II - Monroe - 84 citations and 1 warning.

Region III - Alexandria - 210 citations and 10 warnings.

Region IV - Ferriday - 205 citations and 14 warnings.

Region V - Lake Charles - 167 citations and 5 warnings.

Region VI - Opelousas - 80 citations and 8 warnings.

Region VII - Baton Rouge - 178 citations and 11 warnings.

Region VIII - New Orleans - 200 citations and 19 warnings.

Region IX - Schriever - 116 citations and 6 warnings.

Oyster Strike Force - 29 citations.

Seafood Investigation Unit - 10 citations.

SWEP - 32 citations.

Refuge Patrol - 12 citations and 3 warnings.

The grand total of citations issued statewide for the month of November was 1,350. Also there were 94 warning citations issued statewide.

The aviation report for November 2002 showed enforcement pilots flew two airplanes a total of 37.1 hours for enforcement and 24.1 hours for other divisions. Nine citations were issued.

Commissioner Busbice asked if the shooting deer at night citation was a Class 2 violation? Major LaCaze stated hunting deer during illegal hours was a Class 4 or possibly a Class 5. Then Commissioner Busbice asked what has been the outcome from those cases? Major LaCaze stated generally they get good prosecution throughout most of the State. Commissioner Stone asked about the confiscation of 60 lizards. Major LaCaze stated the reptile and amphibian business was a big business in Louisiana. Chairman Gattle asked if there have been any hunting accidents? Major LaCaze recounted one but added it was not fatal.

Mr. Jimmy Ernst handled the next item, a **Rule Ratification - Control of Nuisance Wild Quadrupeds**. At the August meeting, a Notice of Intent was presented and approved on rules and regulations for control of nuisance wild quadrupeds. Only one letter was received during the public comment period which resulted in a minor clarification change in the rule. Mr. Ernst asked the Commission to ratify the rule in its current form. Commissioner Denmon asked about the regulation of having written permission to shoot on someone else's land. Mr. Ernst stated permission from a landowner would be needed for a leaseholder to control wild quadrupeds. Commissioner Denmon asked if that regulation exists in other rules? Mr. Savoie stated permission is needed to do anything on any landowner's property. The same regulation is in the nutria and alligator rules. Commissioner Stone asked if any recommendations to landowners was being made to give written permission to leaseholders to harvest nutria or other nuisance animals? Mr. Don Puckett stated the Department could recommend the landowners include that in their leases. Mr. Savoie added that the Department is encouraging landowners to control nuisance animals on their own property by giving their leaseholders permission to harvest. Chairman Gattle asked for public comments.

Mr. Charlie Pettefer, a trapper, stated control against property damage is well regulated by requiring landowners permission.

Hearing no further comments, Commissioner Stone made a motion to adopt the regulation. Commissioner Busbice seconded the motion and it passed with no opposition.

(The full text of the Rule is made a part of the record.)

RULE

Department of Wildlife and Fisheries Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby promulgate rules governing control of nuisance wild quadrupeds.

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 1. Wild Quadrupeds

§125. Control of Nuisance Wild Quadrupeds

A. This rule applies only to the control of the wild quadrupeds listed below and ONLY when they are conclusively proven to be creating a nuisance or causing damage to property. The burden of establishing that the animal in question is causing the property damage shall rest with the property owner.

B. The following wild quadrupeds may be taken year-round without permit by the property owner or his designee, with written landowner permission, but only by trapping or shooting during legal daylight hours: coyote, armadillo, nutria, beaver, skunks, and opossums.

C. Squirrels, rabbits, foxes, bobcats, mink, otter, muskrat, raccoons and any of the other species listed above may be trapped alive and relocated to suitable habitat without permit provided the following conditions are met.

1. Written permission is obtained from the property owner where the animals are to be released and such written permission is carried in possession while transport and release activities are taking place.

2. Animals are treated in a responsible and humane manner and released within 12 hours of capture.

D. Traps shall be set in such a manner that provides the trapped animal protection from harassment from dogs and other animals and direct sun exposure.

E. Nuisance animals listed above may be so controlled by the property owner or his designee with written landowner permission, to prevent further damage.

F. Property owners must comply with all additional local laws and/or municipal ordinances governing the shooting or trapping of wildlife or discharge of firearms.

G. No animal taken under this provision or parts thereof shall be sold. A valid trapping license is required to sell or pelt nuisance furbearers during the open trapping season.

H. No species taken under the provisions of this rule shall be kept in possession for a period of time exceeding 12 hours.

I. This rule has no application to any species of bird as birds are the subject of other state and federal laws, rules and regulations.

J. Game animals, other than squirrels and rabbits, may only be taken by hunting during the open season under the conditions set forth under Title 56 of the Louisiana Revised Statutes and the rules and regulations of the Department of Wildlife and Fisheries.

AUTHORITY NOTE: Promulgated in accordance with the Louisiana Constitution, Article IX, Section 7, R.S. 56:1, R.S. 56:5, 56:6(10), and (15), R.S. 56:112, et seq.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 28: (December 2002).

Thomas M. Gattle, Jr.
Chairman

Before going on to the next item, Chairman Gattle recognized former Commission Member Jeff Schneider and welcomed him to the meeting.

A Notice of Intent - Alligator Regulations was introduced first by Mr. Phil Bowman. He stated that about 2 years ago the alligator industry approached the Department with problems on the quality of wild alligator hides. Since then, data has been analyzed from about 59,000 alligators, 4,000 of which were farm raised. A power point presentation would show the results of that data. The proposed Notice of Intent would correct the problem as it relates to the size of released alligators and the hide quality. Mr. Bowman then asked Mr. Noel Kinler to go through the data.

Mr. Kinler began the presentation stating there are two major components to the alligator management program. They are the wild harvest which is instituted every September and the farming/ranching program which involves collection of eggs, incubating the eggs and rearing in captivity, and then returning a percentage back to the wild. The slides included information on the Alligator Egg Harvest from 1989-2001, which over the last 5 years averaged 340,000 eggs harvested and of that number 287,000 hatched. The number of farm-raised alligators released into the wild has averaged 40,000 each year. For the 2002 season, the numbers were down due to the return rate being reduced from 17 percent to 14 percent at 48 inches in length and the poor nest production in 2000 due to extreme drought conditions. The next slide related to the Average Lengths of Farm Raised Alligators. Since not all alligators are 48 inches at release time, a sliding scale is used to allow the release of alligators between 36 and 60 inches. The average length of alligators being killed and sold are averaging 45 inches. Then shown was the number of farm released alligators over 55 inches and the percent released over 55 inches. Also a graph showed the number and percent of farm released alligators over 60 inches. Louisiana's wild alligator harvest for total harvest versus farm released harvest from 1995-2001 showed that the farm released alligators are making up a fairly small component of about 10 percent. Discussion then turned to hide quality analysis. Skin grades from over 59,000 alligators came from 2 different sources and were reviewed over a four year period. A specific statistical analysis was conducted to determine if the differences were due to chance or to real differences. Also the data was evaluated for trends over time. Mr. Kinler then explained the 3 different types of alligators. The first was the wild harvested alligators which are those harvested during the wild season. The second group is

the wild origin alligators which are harvested during the wild season but were hatched and grown in the wild. The last group is the farm origin alligators which are harvested during the wild season but were hatched and grown in captivity and then released into the wild. The percentage of grade 1 skins for wild origin alligators from 1998-2001 was 73 percent which has decreased over time. This decline is significant in both the wild origin and farm origin alligators and is significant for the two groups. Then for the wild origin grade 3 skins, the percentage ranged in the 3-5 area. For the farm origin alligators, the grade 3 skins are around the 14 percent range which reduces the value by 50 percent from a grade 1 skin. The graph shown next helped correlate the grade of an alligator with the size it was at release and the number of days it was in the marsh until it was recaptured. The numbers indicated that as a larger animal is released, the greater the chance it would be recaptured as a grade 3 skin. If alligators are left in the wild for longer periods of time, the percentage of grade 3 skins will be reduced. If the maximum release length is reduced to 54 inches, Mr. Kinler felt the grade 1 skins could be increased by 15.5 percent. In summary, he stated the current 5 year average length of release for alligators was 50.3 inches and this has increased in recent years. Also, the proportion of alligators released over 60 inches was 9 percent for 2002 and this has increased significantly since the 1998 release year. The proportion of release alligators over 54 inches was 23 percent in 2002 and these are the animals the Department would like to target. The proportion of the total wild harvest comprised of farm released alligators is small now, but the proportion for some landowners is higher than the statewide average. Skin grades for all harvest alligators has decreased over time and the skin grade for farm released are lower than wild alligators. Farm released skin grades can be improved by reducing the maximum release size. Then Mr. Kinler explained the proposed rule changes include: changing the sliding scale to a maximum 54 inches, not allowing for alligators to be released over 54 inches, and changing the closing date of the alligator release season from August 25 to August 15. To summarize, Mr. Kinler showed a graph depicting the increase in nest production from the 1970's to 2002. He added that the two programs are integral to each other and affect each other. Also it is important to strive in the regulation process to manage for both programs.

Commissioner Felterman asked what happens to the alligators over 54 inches if they can not be released. Mr. Kinler stated that if the proposed rule is ratified, staff would amend the 2003 egg

collection contracts which means the return of alligators would occur in 2005 and so a farmer will have 2 years to manage his strategy for those releases. Commissioner Feltermann then asked if a farmer ends up with an alligator over 54 inches, what could he do with it? Mr. Kinler answered he would have to slaughter the animal. Commissioner Sagrera asked what impact will the rule have on the 10 percent bonus tags? Mr. Kinler stated when the smaller animals are targeted, this increases the probability of harvesting more farm released alligators. Commissioner Sagrera noted the Department was encouraging the harvest of released alligators at an earlier age. Then he asked with moving up the return dates, is there any biological reason not to return alligators after the hunt? Mr. Kinler stated there is a manpower problem. He added that there have been maybe 5-6 releases during that 10 day timeframe in the last few years. Commissioner Sagrera stated he was not anti-54 inch return, but felt the farmers would not realize the benefits of a lower return rate. He noted that there are some alligators that grow faster than others and felt there may need to be some room for compromise. Commissioner Kelly asked if the conditions of the skins were affected by the drought over the last few years? Mr. Kinler felt a major component of the skin quality decline was related to drought conditions, but there seems to be something in addition to that affecting the alligators. Commissioner Kelly then asked what kind of mortality was being seen with smaller alligators being released? Mr. Kinler stated the sliding scale compensates for additional mortality expected with the smaller releases. Commissioner Sagrera stated the landowner has the discretion to limit the size of released animals. Commissioner Busbice made a motion to adopt the Notice of Intent. Commissioner Sagrera preferred a motion to adopt with a compromise to take care of those alligators over 54 inches. Chairman Gattle asked Commissioner Sagrera if he was wanting to modify the Notice of Intent. Commissioner Feltermann asked if it was an economic issue with having alligators over 54 inches going into the wild? Commissioner Sagrera stated it could be an economic issue since the larger alligators are not very much in demand. Chairman Gattle then asked for public comments.

Mr. Jeff Donald, an alligator farmer, stated the market was demanding smaller alligators. He added he changed his farm to grow the larger alligators and this resulted in an economic factor.

Mr. Johnny Price, Louisiana Trappers and Alligators Association and a wild hunter, stated they are seeing more and more

problems with the released alligators and felt the 54 inch sliding scale would be better in the long run.

Mr. Charlie Pettefer, a trapper, stated there are very few large alligators that the hides are not damaged. The only way to have a good alligator is to have a decent return and smaller alligators.

Mr. Rudy Sparks, speaking on behalf of the Louisiana Alligator Marketing Coop, stated the native wild alligator population as well as the alligator industry are very important to the state. He noted the members of the Coop are concerned about the decline in skin quality from both wild origin and farm origin alligators. Mr. Sparks felt the staff was giving the industry ample warning of problems that could occur in the future and advising them they need to be responsible in managing the resource. He encouraged the Commission to pass the Notice of Intent and advised more detailed comments would be forthcoming.

Mr. Allen Ensminger, a private wetland consultant, stated he prepared a written letter supporting the proposed Notice of Intent. He felt it was a move in the right direction. In the Pointe-au-Fer area, in the year 2000 they collected 340 eggs from the island whereas the year before 4,000 were collected. This really showed the impact salinity had on the female alligators. Another point that should be remembered with this proposal was the Convention on International Trade and Endangered Species (CITES). Louisiana was invited to the initial meeting in 1972 because of the proposal to list the alligator in Appendix 1. As a result of it being listed in Appendix 1, Louisiana was prohibited from exporting skins into international trade. In 1979, the American Alligator was delisted into Appendix 2 which has allowed Louisiana to enter the skins into trade by following a complex set of rules. A tag is required on all alligators that tracks him from the point of origin to the first point of manufacture into a product. This paper trail is maintained by the Department. Each year a letter of no detriment is provided to the U.S. Fish and Wildlife Service which presents it to the international body certifying that alligators from Louisiana do not have an impact on crocodilians and other skins worldwide. Mr. Ensminger felt the Department has never been given credit in developing the alligator program. This proposed rule will improve the wild alligator value.

Mr. Clayton Lowell, an attorney speaking on behalf of Mr. Arlene B. Cenac, Jr., stated Mr. Cenac was strongly in favor with

the proposed regulation. Those regulations will greatly enhance the quality of the alligator population in Louisiana.

Mr. Ted Joanen, representing Sweet Lake Land and Oil and North American Land as a wildlife consultant, began stating he was in favor of the Notice of Intent. Reducing the size of the alligators from 60 inches to 54 inches will certainly help improve the quality. Mr. Joanen has found that the French Tanning Association is very concerned with the quality of Louisiana's skins declining. Louisiana's image is being hurt by the quality of the skins going into the world market. Mr. Joanen stated it was extremely important to raise the level and get back to the top of the chart.

Commissioner Felterman stated he shared Commissioner Sagrera's concern on what should be done with alligators over 54 inches, but felt there was not enough economic data to know what that will be. Based on the fact there will be 120 days to possibly change the Notice of Intent, Commissioner Felterman made a motion to adopt it as is. Commissioner Stone seconded the motion and it passed with no opposition.

(The full text of the Notice of Intent is made a part of the record.)

NOTICE OF INTENT

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby give notice of intent to amend the regulations governing the Alligator Regulations (LAC 76:V.701).

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 7. Alligators

§701. Alligator Regulations

14. Alligator Egg Collection

j. The alligator egg collection permittee and the landowner are responsible for the return of the percentage of live alligators to the wild described on the alligator egg collection permit. This requirement is nontransferable. Minimum return rates will be based upon the state average hatching success which is 78 percent. In no case shall the return rate be less than 14 percent at 48 inches total length. Each alligator shall be returned to the original egg collection area within a maximum time of two years from date of hatching. Each alligator shall be a minimum of 36" and a maximum of 60" 54" (~~credit will not be given for inches above 60"~~ no alligators will be accepted and no credit will be given for alligators over 54") in size total length and the returned sex ratio should contain at least 50 percent females. The alligator egg collection permittee/landowner are responsible for and must compensate in kind for alligator mortality which occurs for Department-authorized return to the wild alligators while being processed, stored, or transported. The Department shall be responsible for supervising the required return of these alligators. A Department transfer authorization permit is not required for return to the wild alligators which are delivered to the farm of origin no more than 48 hours prior to being processed for wild release. Releases back to the wild will only occur between March 15 and August 25 15 of each calendar year provided that environmental conditions as determined by the Department are favorable for survival of the released alligators. Any farmer who owes 1000 or more alligators at 48" must release at least 1/4 of the total owed for that year by April 30; at least another quarter by June ~~15~~ 10, at least another quarter by July ~~31~~ 15; and the remainder by August 25 15th. A farmer may do more than the required one-fourth of his releases earlier if available unscheduled days allow. Should an alligator egg collection permittee be unable to release the required number of alligators to the wild from his own stock, he shall be required to purchase additional alligators from another farmer to meet compliance with the alligator egg collection permit and these regulations, as supervised by the Department. Department-sanctioned participants in ongoing studies involving survivability and return rates are exempt from these requirements during the period of the study. Violation of this Subparagraph is a Class Four violation as described in Title 56.

AUTHORITY NOTE: Promulgated in accordance with R.S. 56:115, R.S. 56:259, R.S. 56:262, R.S. 56:263 and R.S. 56:280.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 16:1070 (December 1990), amended LR 17:892 (September 1991), LR 19:215 (February 1993), LR 20:321 (March 1994), LR 26:1492 (July 2000), LR 28:1996 (September 2002), LR 29: .

The Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate this notice of intent and the final rule, including but not limited to, the filing of the fiscal and economic impact statements, the filing of the notice on intent and final rule and the preparation of reports and correspondence to other agencies of government.

Interested persons may submit comments relative to the proposed rule to Mr. L. Brandt Savoie, Department of Wildlife and Fisheries, Box 98000, Baton Rouge, LA 70898-9000, prior to February 6, 2003.

In accordance with Act #1183 of 1999, the Department of Wildlife and Fisheries/Wildlife and Fisheries Commission hereby issues its Family Impact Statement in connection with the preceding Notice of Intent: The is Notice of Intent will have no impact on the six criteria set out at R.S. 49:972(B).

Thomas M. Gattle, Jr.
Chairman

Chairman Gattle then announced this was his last meeting and expressed appreciation for the kind words that were spoken earlier. He stated he has enjoyed serving on the Commission and felt it was not a chore. He then thanked Secretary Jenkins and Governor Foster. Chairman Gattle added he continues to stand in awe on the responsibilities of the Department in managing and maintaining the natural resources of the State. He closed by wishing everyone well and thanked all for allowing him to be there.

The Commissioners agreed to hold the **April 2003 Meeting** on Thursday, April 3, 2003 beginning at 10:00 a.m. at the Baton Rouge Headquarters. Commissioner Busbice then stated he would not be able to attend the January 2003 meeting and asked approval that it

be moved from January 7 to January 9. He then made that request into a motion and it was seconded by Commissioner Kelly. The motion passed with no opposition.

Chairman Gattle then went to the next item, **Election of Chairman and Vice-Chairman** by opening the floor for nominations for Chairman. Commissioner Kelly nominated Commissioner Denmon for Chairman. There being no further nominations, Commissioner Denmon was declared Chairman for 2003 by acclamation. Then for Vice-Chairman, Commissioner Stone nominated Commissioner Felterman. Again with no other nominations, Commissioner Felterman was declared Vice-Chairman by acclamation.

Chairman Gattle then asked for any **Public Comments**. Mr. Phil Bowman stated he wanted to talk about the value of hunting and fishing to the State of Louisiana and the United States as well from a report by the Congressional Sportsman's Foundation and the National Shooting Sports Foundation. The value of hunting and fishing to Louisiana has been reported to be an \$8 billion a year business. Some interesting facts from the report included: sportsmen make up the eleventh biggest corporation in America; hunters and fishermen can fill up every National Football League Stadium, every Major League Baseball Stadium and every Nascar Track Stadium 6 times over. With regards to fishing, there are 34 million anglers and more people prefer sinkers than they do putters. On the hunting side, every year hunters pull the trigger on \$21 billion in spending and over \$2 billion is spent on food for hunting trips. Mr. Bowman then stated copies of the report would be ordered and made available to the Commission.

There being no further business, Commissioner Felterman made a motion to **Adjourn** the meeting and it was seconded by Commissioner Kelly.

James H. Jenkins, Jr.
Secretary

JHJ:sch

OUTDOORS/MAJORS/AUTO RACING

Proposal centers on size of farm-raised gators released to wild

By JOE MACALUSO
Advocate outdoors writer

Allan Enslinger, and Ted Joannen, biologists partially responsible for the resurgence in Louisiana's alligator population in the 1960s and '70s, backed a move Thursday that would alter the way the state manages the reptiles.

The change in alligator regulations centered on the size of farm-raised gators the state moves into the wild. The change turned out to be the major topic at Louisiana Wildlife and Fisheries Commission monthly meeting at Department of Wildlife and Fisheries headquarters.

During the last months, state biologists have identified a decline in the quality of hides during the annual month-long alligator season.

LDWF biologist Noel Kinler outlined the findings of the months-long study.

"There is definite correlation between the amount of time a gator spends in the wild and the quality of the hide," Kinler said. "The longer a (farm-raised) released gator spends in the wild, the better the grade of the hide."

When Enslinger and Joannen worked for the LDWF, they pioneered research and management plans that brought the Louisiana alligator from a spot on the country's Endangered Species List to a point where state landowners and trappers are allowed a September season to profit from the abundance of the species in the state's marshes and swamps.

"We're concerned about the decline in the quality of Louisiana (alligator) skins," Joannen said. "Dating back to 1885, Louisiana has always had the reputation of having the premier skins in the world. If we don't take some action, it will hurt Louisiana's image in the long run by having lower quality (skins). This

There is a definite correlation between the amount of time a gator spends in the wild and the quality of the hide."

— LDWF biologist Noel Kinler

is a \$54 million industry and it needs to be protected."

The management program Joannen and Enslinger established allows state biologists and alligator farmers to take eggs from alligator nests in the wild, to incubate the eggs at the farms, then release a percentage of the young alligators back into the areas where the eggs were taken. Originally, the

plan called for a release of 17 percent of the hatched eggs to be returned, but that was lowered to 14 percent two years ago.

Kinler said the last 11 years have produced an average of 340,000 eggs per year with an average hatch of 287,000 with an average of 40,000 alligators returned to the wild during the last seven years.

He said the problem is that the alligators released into the wild have been larger since 1998, that gators longer than 55 inches are becoming a greater percentage of the released reptiles.

The program allows farm-raised gators between 36-60 inches to be released, but Kinler identified the preferred size as 48 inches long.

The new regulation would limit the released alligator size to 54 inches. Kinler said the new size would be phased in to allow the state's alligator farmers to adjust their growing regimens for the new regula-

tions.

In other action, the LWFC ratified a new set of rules covering the control of "nuisance" wild quadrupeds. The regulation identified coyote, armadillo, nutria, beaver, skunks and opossums as year-round nuisances and allows landowners or "his designee" to live-trap squirrels, rabbits, foxes, bobcats, mink, otter, muskrat and raccoons for removal from a problem area.

The seven-man board also voted to move its January 2003 meeting from Jan. 7 to Jan. 9 at LDWF headquarters on Quail Drive, and voted its April 2003 meeting for April 3. It also learned that Enforcement Division agents issued 1,350 citations and 94 written warnings in November.

Major Keith LeCaze agents across the state were detailed to cut down on illegal hunting — mostly nighttime activity — and that 98 citations covered taking deer or migratory waterfowl after legal hours.

NASCAR

exceeds

TV marks

By MIKE HARRIS
AP motorsports writer

NEW YORK — The ratings for NASCAR's race broadcasts have exceeded the high expectations of the TV networks after the first two years of a six-year \$2.8 billion deal.

"The ratings were up 13 percent this year and 59 percent over two years," said Ken Schanzer, president of NBC Sports, which shares the big contract with Fox Sports, Turner Sports, TNT and FX.

MAJOR LEAGUES



Steady play gives Furryk lead at Target

By The Associated Press

THOUSAND OAKS, Calif. — Jim Furyk had a boring round compared to Tiger Woods and Davis Love III, which was fine by him Thursday in the Target World Challenge.

While both Woods and Love went eight consecutive holes without a par, Furyk picked his spots at Sherwood Country Club and avoided costly mistakes on his way to an 8-under 64 to take a one-stroke lead.

Nick Price and Padraig Harrington were at 65 after playing without a bogey, which was the best way to move up the leaderboard — and stay there — on a perfect day for scoring.



Allan Ensminger
(318) 462-0762

December 4, 2002

Mr. Thomas M. Gattle, Chairman
Louisiana Wildlife and Fisheries Commission
Post Office Box 98000
Baton Rouge, Louisiana 70898-9000

Chairman Gattle and Members of the La. Wildlife & Fisheries Commission

Gentlemen,

This will serve as an official letter of support for the proposed amendment to the Department of Wildlife and Fisheries regulations dealing with the management of American alligators in Louisiana. I submit this letter of support as a land manager of coastal wetlands located in Terrebonne, St. Charles and Plaquemine Parishes. The Department issues a combined total of approximately 475 harvest tags annually for the landowners and their trappers to take alligators from these properties.

One of the landowners has participated in the egg collection program throughout the period of time that it has been legal to take eggs from the wild and sell them to licensed alligator farmers. During this period of time, various degrees of success with the return program have been experienced. As the Department relaxed regulations, the farmer utilized larger return gators and some of these animals are now making up a portion of the annual harvest. General observations of the return gators have revealed a wide range of quality of these animals. In general as the gators got large, the amount of scars and surface defects increased. While landowners may have the ability to regulate the quality of return gators by contractual agreement with the farmer they allow to collect eggs from their properties, it is much more logical for regulations as proposed by the technical staff of the Department to limit the size of the return gators. By restricting the size of return gators to less than 54" the percent of high quality gators will be increased. The longer gators are held in tanks at the farms, the higher the percentage of damaged gators.

An extensive amount of research by technical staff of the La. Department of Wildlife and Fisheries has been conducted over the past forty years and as a matter of fact, the ability to harvest alligators and place them in commerce entirely depends upon information gained from these programs. As a result of the United States of America becoming a Signatory Nation to the Convention In Trade In Endangered Species, all alligators harvested and entered into commerce have to be accompanied by a "Finding of no

Detriment" by the Scientific Authority of the exporting country. The U.S. Fish and Wildlife Service is the Scientific Authority for the United States.

It is the responsibility of the Louisiana Department of Wildlife and Fisheries to provide on annual bases, a Finding of no Detriment to the U.S. Fish and Wildlife Service. The Department's technical staff must consider many facets of the management of the American alligator. The collection of eggs from wild populations of alligators and a rigid program of monitoring the young gators produced from these activities are an integral part of the overall data utilized by the staff to develop the finding of no detriment. Any factor that would come into play throughout the intense husbandry program of maintaining young gators from hatching to slaughter and disposal of their parts such as skins, meat, curios and grow out for returning to the wild are all vital programs that **must** be approved by the Department. This responsibility clearly applies to the quality of return gators utilized by alligator farms to return to the wild population.

There are some individuals that advocate that once a young gator or eggs are placed in the care of a farmer, the Departments responsibility is somehow lessened. This simply is not the case! The alligator harvest tag required by law to be placed on any alligator dispatched carries a serial number and must remain attached until verified by an authorized inspector and is cleared to enter into international commerce or first stage of manufacture within the United States.

As return gators from some of the early releases enter the wild harvest, concerns over the quality of their skins is of importance to landowners as well as the alligator skin industry as a whole. Landowners receive a value per foot of raw skin and each skin is graded at some point in the commercial transaction. Louisiana has historically produced high quality wild alligator skins. At the present time, Louisiana produces the bulk of alligator skins over seven feet in length. Unless special attention is given to the quality of return gators utilized by farmers to return to the wild, the quality of the annual harvest will decline.

As mentioned above, the entire alligator management program in Louisiana is subject to approval by the U.S. Fish and Wildlife Service through their Scientific Authority. Should it be determined that inferior return gators are being infused into the wild population it is possible that the Departments ability to produce a finding of no detriment could be called into question and an annual harvest of alligators could be in jeopardy. In addition to imposing an unnecessary impact on landowners with viable wild populations, it could eliminate the annual authority for alligator egg collections. Without a source of wild produced eggs, alligator farming would cease. Attempts were made in the early stages of alligator farming to produce eggs from captive stocks of breeders; however; these efforts were not profitable even if they were nominally successful.

The proposed regulation changes before the Commission at this time represents a long-term approach to the wise management of the wild alligator population in Louisiana and will not be an undue imposition on alligator farmers. By reducing the size of young alligators utilized for return to the wild, the percentage of animals with surface damage to

their skins can be reduced. In addition to returning a better quality animal, it will improve survival by reducing stress in transport and handling of the young gators. It is also important that an early return date be established by Department regulation in order for young gators to become established in their new environment before cold weather conditions arrive.

Landowners should be encouraged by the Department to take a more active role in their alligator management program by working with their egg collectors to return young gators into suitable survival habitat and away from large wild gators. As a member of the Louisiana Landowners Association, I have stressed the importance of this practice and will continue to encourage other members to work closely with staff of the Louisiana Department of Wildlife and Fisheries as they move this very important natural resource management program forward. Landowners supported the present alligator harvest program during the 1960's by requesting a closed season until viable populations recovered from years of over utilization. Landowners were also supportive of the complex harvest regulations developed by the Department in order to comply with the CITIES requirements.

I appreciate the opportunity to submit my comments on this excellent management program.

Sincerely yours,


Allan B. Ensminger

ABE/me

c.c. Mr. Charles I. Denechaud III
Point au Fer Properties

Mr. W. A. Monteleone, Jr.
St. Charles Land Syndicate

Mr. Mike Bourgeois
Louisiana Landowners Association

COMMISSION MEETING
ROLL CALL

Thursday, December 5, 2002
Baton Rouge, LA
Wildlife & Fisheries Building

	Attended	Absent
Tom Gattle (Chairman)	<u>✓</u>	<u> </u>
Jerry Stone	<u>✓</u>	<u> </u>
Bill Busbice	<u>✓</u>	<u> </u>
Tom Kelly	<u>✓</u>	<u> </u>
Wayne Sagrera	<u>✓</u>	<u> </u>
Terry Denmon	<u>✓</u>	<u> </u>
Lee Felterman	<u>✓</u>	<u> </u>

Mr. Chairman:

There are 7 Commissioners in attendance and we have a quorum.
Secretary Jenkins is also present.

AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LA
December 5, 2002
10:00 AM

- ✓1. Roll Call
- ✓2. Approval of Minutes of November 7, 2002
- ✓3. Employee Recognition Awards Presentation - Jim Patton
- ✓4. Customer Service Report - Jim Patton
- ✓5. Enforcement & Aviation Reports/November - Keith LaCaze
- ✓6. Rule Ratification - Control of Nuisance Wild Quadrupeds -
Jimmy Ernst
- ✓7. Notice of Intent - Alligator Regulations - Noel Kinler
- ✓8. Election of Chairman and Vice-Chairman
- ✓9. Set April 2003 Meeting Date
- ✓10. Public Comments
11. Adjournment

AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LA
December 5, 2002
10:00 AM

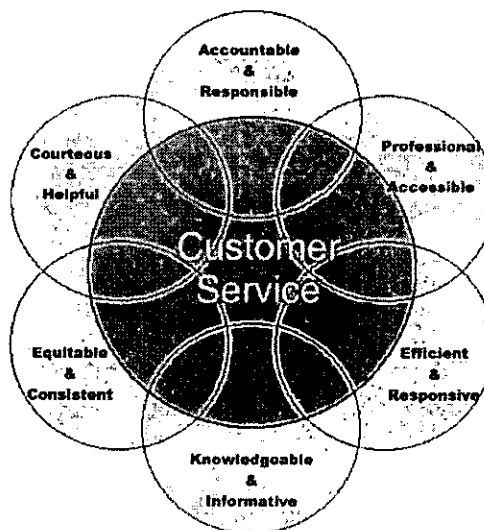
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Jimmy Ernst
7. Notice of Intent - Alligator Regulations - Noel Kinler
8. Election of Chairman and Vice-Chairman
9. Set April 2003 Meeting Date
10. Public Comments
11. Adjournment

Customer Service Assessment Report - 2002



Presented to the
Louisiana Wildlife & Fisheries Commission
on December 5th, 2002

LDWF Customer Service Model



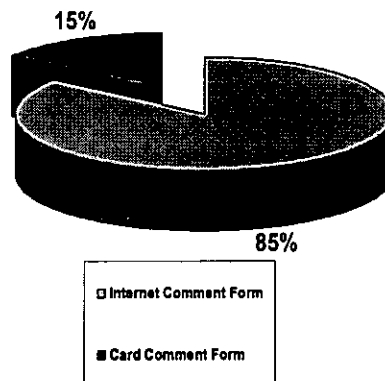
LDWF Customer Service Standards

1. Be respectful and courteous.
2. Provide current and accurate information.
3. Continually streamline and improve our service.
4. Speak in clear, understandable terms.

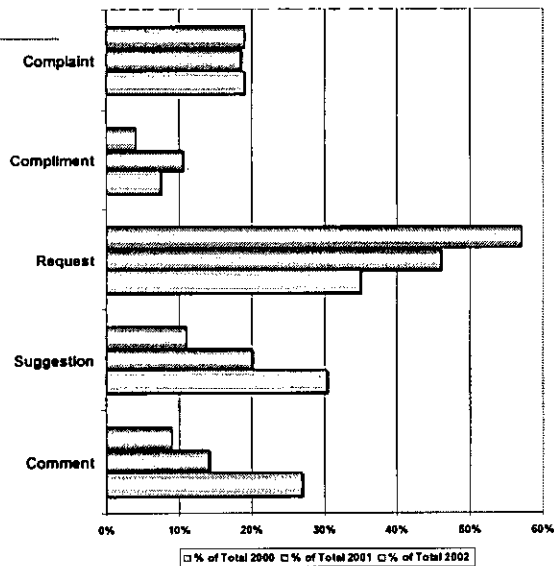
LDWF Customer Service Standards (cont.)

5. Convey a neat appearance and a positive attitude.
6. Respond promptly.
7. Be fair and consistent.
8. Listen attentively and encourage feedback.

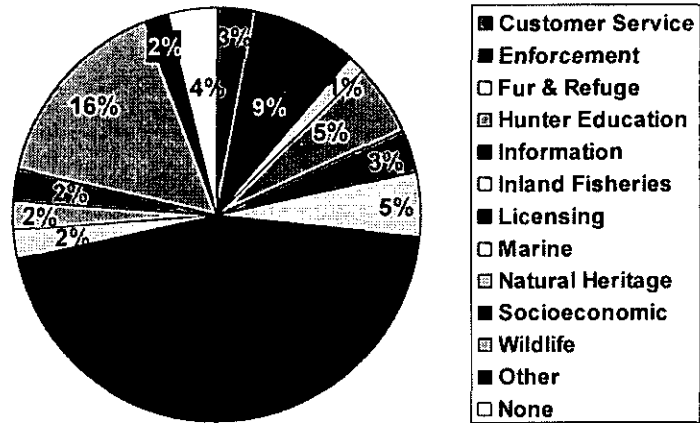
Types of Comment Instruments Received (2002)



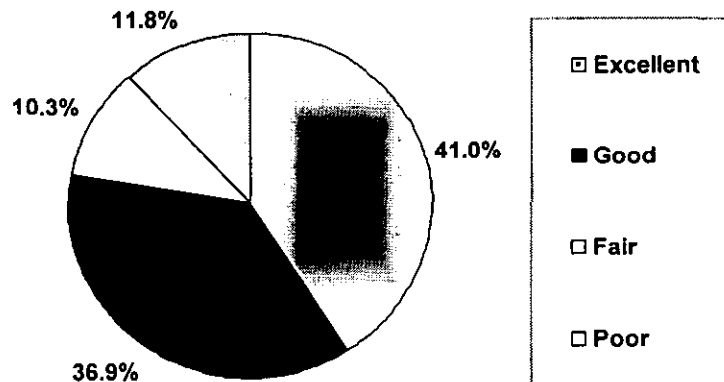
Customer Service Responses Categorized



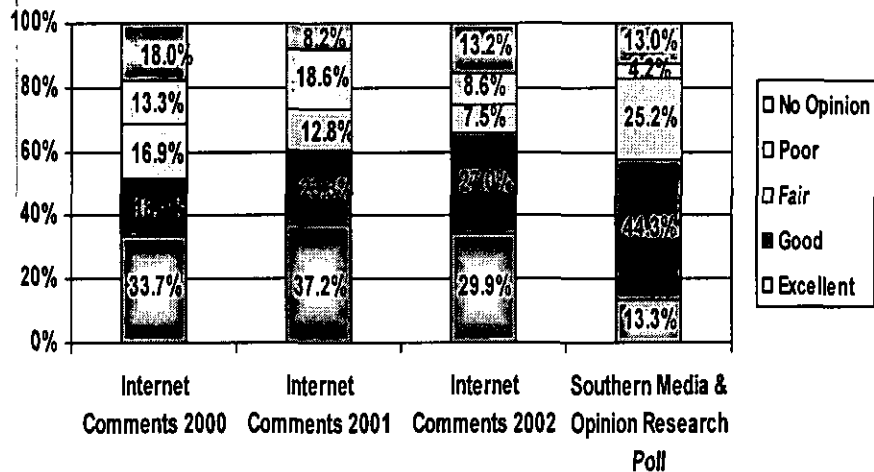
Customer Service Responses Referred To



Overall Satisfaction Ratings (2002) Responders only

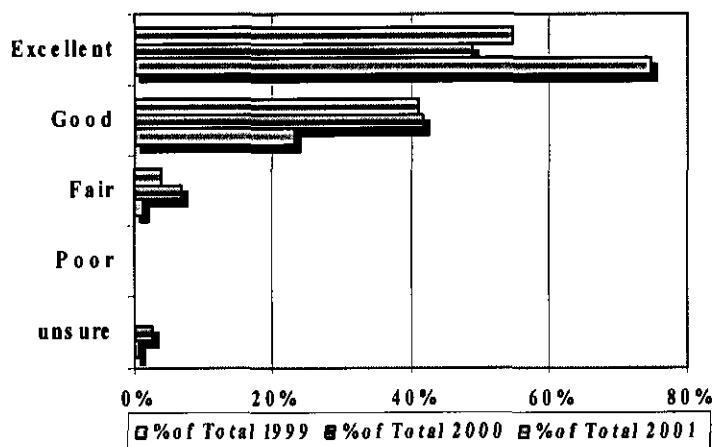


Comparison of Overall Satisfaction Between Internet Responders and the Southern Media & Opinion Research Poll (Conducted in March 2000)



Customer's Overall Rating of LDWF

Surveyed at NHFD-Waddell 1999, Bodcau 2000 & Monroe 2001



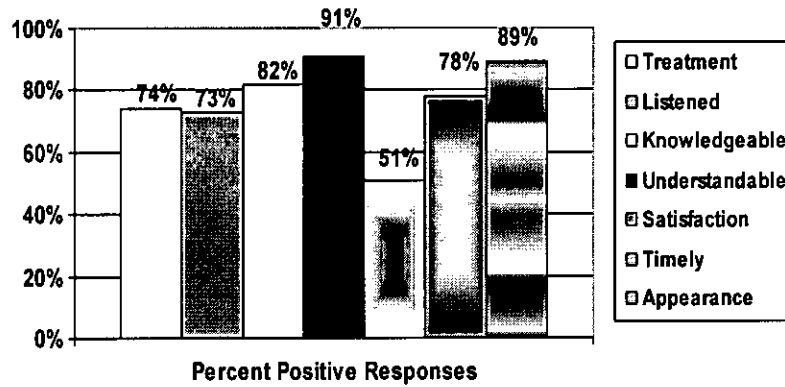
Objective Questions Asked

- ◆ The service that you received was courteous and respectful.
- ◆ The person that served you listened attentively to you regarding your request/problem.
- ◆ The person you spoke with was knowledgeable.
- ◆ The person you spoke with was easy to understand.
- ◆ Your questions or problems were dealt with to your satisfaction.
- ◆ Your questions or problems were dealt with in a timely manner.
- ◆ The appearance of the facility you visited was neat and clean.

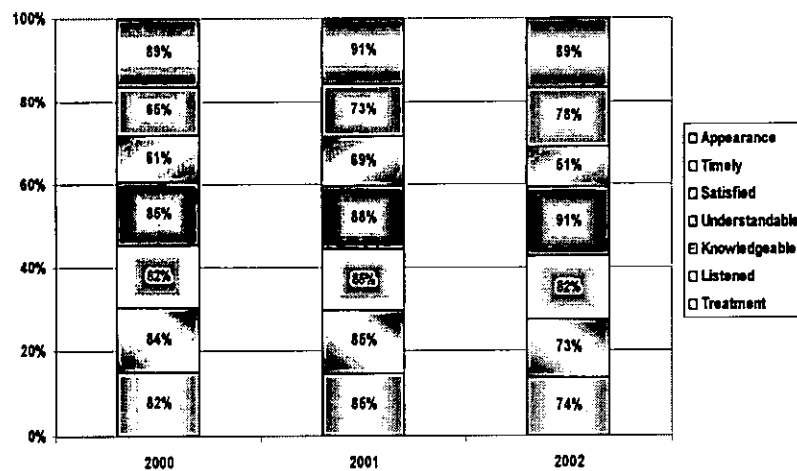
Scale and Scoring

- ◆ Yes = 2 = 100% Positive
- ◆ Somewhat = 1 = 50% Positive
- ◆ No = 0 = 0% Positive

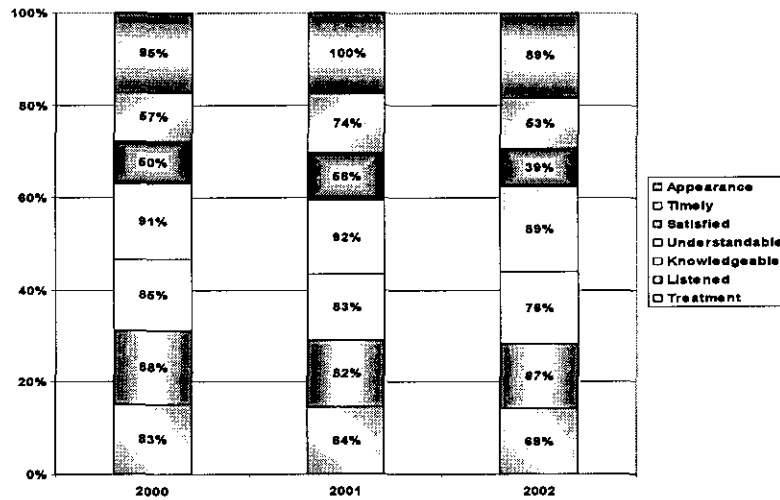
% Positive Responses to Objective Questions (2002)



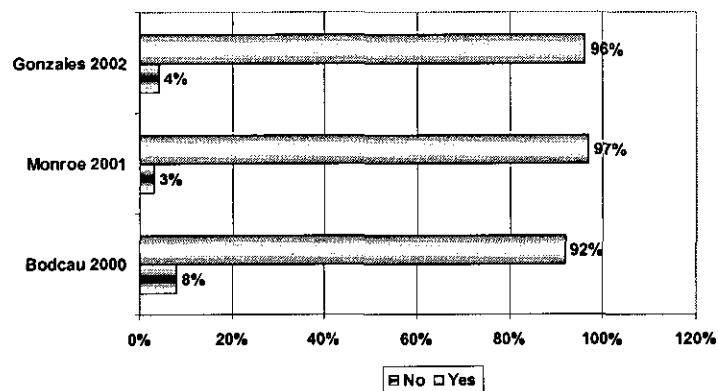
% Positive Responses to Objective Questions (2000-2002)



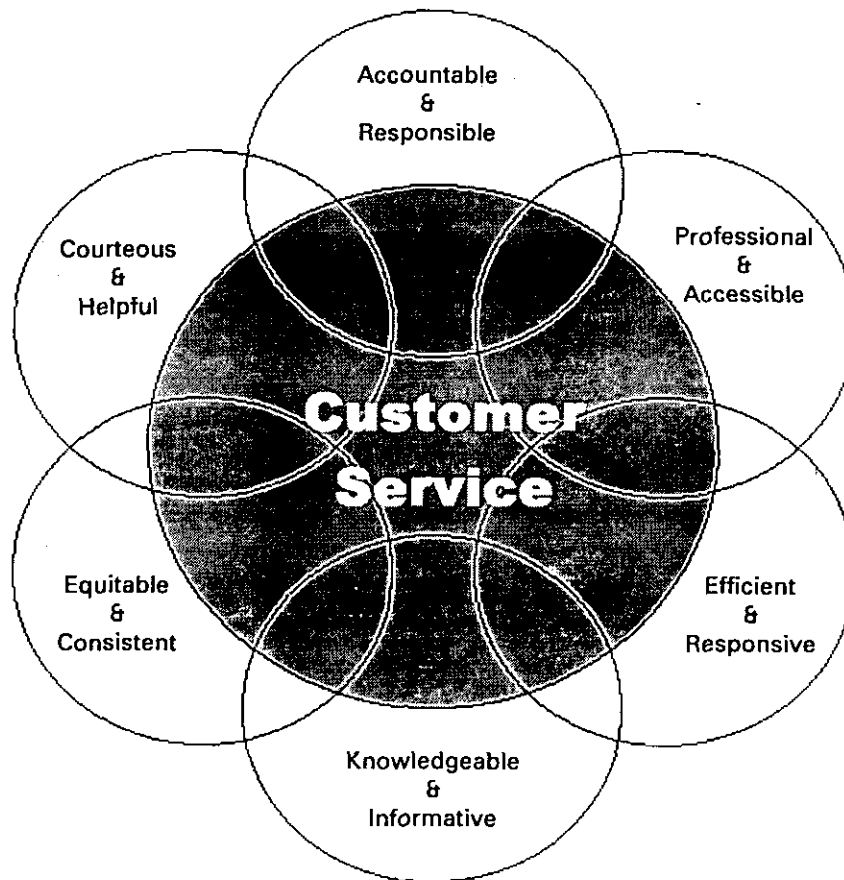
% Positive Responses to Objective Questions (Internet 2000-2002)



Is LDWF fulfilling its mission?



Customer Service Plan & Customer Service Employee Action Plan 2003



***A Commitment to Service Through
Wildlife and Fisheries Management***

Customer Service Committee
Louisiana Department of Wildlife and Fisheries

October 2002

ACKNOWLEDGMENTS

Appreciation is extended to the members and advisor of the Louisiana Department of Wildlife and Fisheries Customer Service Committee for their efforts and ideas in the development of the Customer Service Plan and the Customer Service Employee Action Plan. Special recognition is conferred upon Undersecretary James L. Patton, Chairman of the Committee and David Lavergne, Economist Administrator for their wisdom and guidance in preparing this report. Appreciation is specifically extended to Steven J. Welch, Economic Research Analyst, Socioeconomic Research and Development Section, Office of Management and Finance for compiling and preparing the Department's Customer Service Plan and the Customer Service Employee Action Plan.

COST STATEMENT

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The Louisiana Department of Wildlife and Fisheries follows a non-discriminatory policy in programs and employment.

TABLE OF CONTENTS

<u>CUSTOMER SERVICE PLAN 2003</u>	<u>Page</u>
Introduction	1
Key Customer Services	2
Customer Service Standards	3
Soliciting Information from Customers and Employees	4
Addressing and Tracking Customer Complaints	6
Comparing Results	7
Dissemination of Customer Service Information	8
Procedures and Time Line for Reporting Customer Service Results	8
<u>CUSTOMER SERVICE EMPLOYEE ACTION PLAN 2003</u>	
Introduction.....	9
Employee Customer Service Training	10
Employee Ideas for Customer Service	11
Employees as Customers	11
<u>APPENDIX</u>	
Executive Order MJF 97-39	A – 1

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES

CUSTOMER SERVICE PLAN 2003

Introduction

The goal of the Louisiana Department of Wildlife and Fisheries Customer Service Plan is to ensure the delivery of effective, efficient and responsive customer service of the highest quality. To accomplish this goal, the Department will:

- ✓ *Identify key customer services,*
- ✓ *Provide training for its employees,*
- ✓ *Research new ways to provide better overall customer services,*
- ✓ *Prominently display minimum expected customer service standards,*
- ✓ *Find bench-marking partners and*
- ✓ *Continually seek feedback from customers and employees to identify changes necessary to meet customer needs and expectations.*

The Department's customers are those individuals and entities who receive services or use products or resources managed by the Department. Their success or satisfaction in some way depends upon the actions of the Department. Some examples of these customers include recreational anglers, hunters, boaters, campers, bird watchers, hikers, and wildlife photographers, commercial fishermen, processors, wholesale and retail dealers, owners and lessors of land and private water bodies, seismic companies, educators and school children, consumers of wildlife and fish products, and other groups from the general public.

In addition to customers, Department employees also have contact with **stakeholders**. Stakeholders are individuals or entities with a vested interest in the Department or its activities who may not necessarily use its products, resources or services, such as vendors, conservation groups, legislators, etc. Stakeholders are not addressed in this Customer Service Plan, but are recognized as performing an important role in helping the Department accomplish its goals.

This Customer Service Plan was developed in accordance with the procedures and guidelines outlined in Executive Order No. MJF 97-39 (Appendix). The Plan has been prepared by the Customer Service Committee as a cooperative and coordinated project involving all levels of the staff from all of the Offices and various managerial units within the Department.

Key Customer Services

Key services provided by the Department to its customers include:

- ✓ *Natural Resource Management*
 - *Managing, conserving, promoting and protecting resources*
 - *Replenishing, fortifying and enhancing renewable resources*
 - *Researching to improve methods of resource management*
 - *Authorizing use of resources*
- ✓ *Enforcement and Public Safety*
 - *Registering and inspecting water crafts*
 - *Conducting compliance patrols and inspections*
 - *Investigating boating accidents and marine thefts*
 - *Conducting search and rescue activities*
 - *Performing business audits, inspections and investigations*
- ✓ *Public Access*
 - *Making resources accessible*
 - *Responding to inquiries*
 - *Providing technical assistance*
- ✓ *Education and Information*
 - *Sponsoring and conducting educational programs*
 - *Disseminating information*
 - *Promoting safe enjoyment of outdoor activities*
 - *Publicizing departmental employment opportunities*

Customer Service Standards

Customer Service Standards describe and set the standard of quality for services the Department provides to its customers. Customers have **expectations** based on the amount and quality of service they receive from other public and private agencies and organizations. Providing resources, services, and information constitutes only a portion of what customers expect from the Department. They also expect that:

- ✓ *They will be treated with courtesy,*
- ✓ *Their questions will be addressed promptly,*
- ✓ *The answers they receive to their questions will be communicated to them in a clear, understandable manner,*
- ✓ *The atmosphere and environment where they receive services will be pleasant and safe,*
- ✓ *The services, products and resources they are seeking will be accessible and*
- ✓ *They will have a variety of choices (whenever possible).*

When these characteristics are incorporated into an employee–customer relationship, they define the **quality of service** delivered.

The State Customer Service Standard is to provide “effective, efficient and responsive customer service that is of the highest quality.” Accordingly, the Department has developed the following list of **Customer Service Standards** to which all employees must adhere. These standards are prominently posted at locations where Key Customer Services are provided so that employees will be reminded of the kind of service that they are expected to deliver. Additionally, all administrators are encouraged to add standards specific to their particular office, division or section.

- ⇒ *We will always treat our customers with courtesy and respect.*
- ⇒ *We will provide our customers with information that is current and accurate. If unsure, our staff will find a more knowledgeable person to assist.*

- ⇒ *We will work continually to streamline and improve our services.*
- ⇒ *We will make every effort to communicate with our customers in a clear, understandable manner.*
- ⇒ *We will maintain a neat appearance and a positive attitude.*
- ⇒ *We will respond promptly to all inquiries, requests, suggestions and complaints. Every effort will be made to provide a complete and accurate response.*
- ⇒ *We will provide fair and consistent treatment to all customers.*
- ⇒ *We will encourage feedback and actively listen to our customers so that we may better understand their motivations and how to best provide products, services and information.*

Soliciting Information from Customers and Employees

The Department solicits information from customers and employees using a variety of methods. Customers are provided with several ways to communicate their needs and expectations, offer comments for improvement and express their overall satisfaction with the Department. These include:

- ✓ *Having public forums where comments and suggestions are encouraged,

 - *These occur at the monthly Commission meetings and other statewide meetings held throughout the year.**
- ✓ *Periodically conducting surveys of randomly selected customers,*
- ✓ *Placing a suggestion box near the entrance to many building locations where customers receive services,*
- ✓ *Placing customer service comment cards at customer service counters, information desks and other visible locations and*
- ✓ *Providing an area on the Department's Internet web page for customers to record complaints, suggestions and requests for information on any topics or services provided.*

Employees are solicited and provided opportunities to give feedback to administrators. Comments from employees are heard, documented and passed up the chain of command. Employees and volunteers that deal directly with the public are an invaluable source of ideas on how to improve efficiency and quality of services. Through interaction with customers, employees and volunteers receive feedback in the form of compliments, complaints, or suggestions based on the customers' needs and expectations.

Methods used to solicit employee comments for improving customer services include:

- ✓ *Providing an area for comments on the Department's internal web page,*
- ✓ *Setting aside time during staff and periodic program review meetings to discuss employees' ideas and receive comments on customer service issues and*
- ✓ *Periodically conducting employee surveys.*

It will always be optional to record name, address and telephone number on comment cards, electronic messages from the web page and other survey instruments. However, the Department encourages customers and employees to identify themselves so that a written response can be made. Customer and employee surveys will be conducted periodically by the Department provided that funds are available for this purpose.

Customer and employee input provides a solid basis for setting and revising Customer Service Standards. In an effort not only to maintain, but improve the quality of customer service at the Department, these Customer Service Standards are published, posted and tracked. Customer satisfaction may be used as a primary criterion when judging the performance of an office, division or section and when judging the effectiveness of management. It may also be used as a tool when making resource allocation decisions.

Addressing and Tracking Customer Complaints

Front-line employees should always try to answer customer complaints in a clear, courteous and easy to understand manner and be fully responsive to customer concerns and needs regarding the Department's services. If an employee is unable to satisfactorily handle a customer's complaint, he or she will direct the customer to the appropriate party for resolution or redress. The Department recognizes that not all customer complaints may be satisfied or rectified. Some customers' dissatisfaction may relate to rules or restrictions that place limits on an individual's actions for the protection of natural resources and the promotion of the public good. Other complaints may emanate from sources beyond the Department's jurisdiction or authority as with state laws or federal regulations or policies.

Each complaint will be addressed on a case-by-case basis. All customer complaints received by the Department's customer service program will be recorded, reviewed, categorized and maintained on file by a designated Customer Service Committee representative. This is so that timely follow-up contact can be made to determine if the complaint was resolved as well as to aid in generating the annual *Customer Service Assessment Report*. If a complaint has merit, the administrator or supervisor-in-charge will discuss the complaint with staff to determine ways to alleviate or avoid future complaints.

The *Customer Service Assessment Report* will provide a measure of over-all customer satisfaction for the Department of Wildlife and Fisheries. It will also quantify the different types of comments, suggestions, and requests that the Department has received. These comments will be assessed and counted as merited or unmerited by Department personnel. The report will include a discussion of steps taken to address those complaints with merits and outline plans to alleviate or avoid similar complaints in the future. It will suggest ways to improve customer service.

The *Customer Service Assessment Report* and information collected from comment cards, internet comments, and customer surveys will provide information needed to adjust services to meet the needs and expectations of the Department's customers.

Comparing Results

The Department's customer satisfaction survey rating results will be compared to other public and private agencies or organizations that perform the similar activities or services. Customer satisfaction ratings will be posted and published on the Department's web site, in customer service areas, in annual performance reports and other department publications. Customer service plans from other agencies and organizations will be reviewed to see if any of the policies, procedures or standards may be applied to improve the Department's customer service rating. The Department will compare its customer service ratings with those of other states' wildlife and fisheries agencies as well as several other government agencies listed below:

Federal:

U.S. Department of Agriculture

U.S. Forest Service

National Resource Conservation Services

U.S. Department of Commerce

National Marine Fishery Service

U.S. Department of Defense

Army Corps of Engineers

U.S. Environmental Protection Agency

U.S. Department of the Interior

Bureau of Land Management

U.S. Fish and Wildlife Service

U.S. Geological Survey

U.S. Department of Transportation

U.S. Department of the Treasury

U.S. Coast Guard

State of Louisiana:

Department of Agriculture and Forestry

Department of Environmental Quality

(Air and Water Permitting Section)

Office of State Police

Office of Motor Vehicles

Department of Natural Resource

Department of Revenue

Office of State Parks

Dissemination of Customer Service Information

Customer service information is disseminated by all Offices using various communication media. The Information Section provides assistance and support in developing, producing and distributing information to customers using various printed, video, audio and personal communication methods. Offices are encouraged to include education and dissemination of information to the public as part of employee job duties and responsibilities. For example, the enforcement division has a public information officer at headquarters and regional information specialists that provide information to the media.

Procedures and Time Line for Reporting Customer Service Results

The Department will maintain a Customer Service Committee headed by the customer service program administrator (the Undersecretary) or his or her designee. The Committee will advise the customer service program administrator regarding the focus and direction of the program. Through the Office of Management and Finance, at the beginning of each calendar year, the Committee will implement an annual customer service assessment program that will elicit information from customers and employees for the *Customer Service Plan & Employee Action Plan* and the *Customer Service Assessment Report*.

Each Office, Division or Section will submit a summary of its customer service activities to the Customer Service Committee no later than the first day of September of each year. The Committee will develop, conduct and analyze customer and employee surveys. These surveys will identify the needs and expectations, measure satisfaction levels and solicit comments and suggestions for improving services and operations. The Committee or contractor will compare survey results with other relevant private and public agencies and with baseline information from previous surveys. Information from these surveys and the *Customer Service Assessment Report* will be used in the *Customer Service Plan* to be submitted to the Office of the Governor through the Commissioner of Administration by the first day of November of each year.

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES

CUSTOMER SERVICE EMPLOYEE ACTION PLAN 2008

Introduction

The *Customer Service Employee Action Plan* will:

- ✓ *Identify essential training needs and tools necessary to meet the level of customer service standards demanded by customers.*
- ✓ *Provide employees with access to available customer service training resources, programs and essential tools necessary to deliver products, resources and services at the level that meets the established customer service standards.*
- ✓ *Collect and analyze employee expectations, needs and suggestions for attaining, improving and implementing the Department's Customer Service Plan.*
- ✓ *Establish an Employee Comment form that may be printed from the Department's internal web site and submitted anonymously.*

The Louisiana Department of Wildlife and Fisheries (the Department) is committed to providing employees with ample opportunities to communicate their needs and expectations regarding the manner in which the customer service standards are implemented. The Department is also interested in ideas that employees may express regarding the delivery of effective, efficient and high quality service to customers. So that it may continually improve customer service, the Department intends to conduct periodic employee surveys. In addition, it will encourage employees to comment and discuss customer service issues at staff and program review meetings. By collecting and disseminating information, comments and suggestions utilizing the Department's internal web page and electronic mail system, the Department aims to enhance customer service and promote an atmosphere that is conducive to accomplishing the goal of its Customer Service Plan.

Employee Customer Service Training

Employees will be given access to training that will help them to serve the Department's customers better. These classes and other training methods are essential to providing employees with the knowledge required to implement the Department's Customer Service Plan effectively.

- ✓ *The Department will make available training resources and classes to meet employees' needs through the Comprehensive Public Training Program (CPTP), the Office of Telecommunications Management and other available public and private agencies or organizations.*
- ✓ *As recommended by CPTP, employees will be encouraged to take or retake courses to maintain or improve working knowledge of how to effectively deal with people.*
- ✓ *Customer service training will be offered to employees through an in-house training program. All new employees will be given a customer service presentation as a part of new employee orientation, and presentations will be given at other employee meetings on a voluntary basis.*
- ✓ *Any front-line employee who handles inquiries from the public or performs any kind of customer service will have the opportunity to learn active listening skills and will be encouraged to take courses that develop skills needed to deal with the public. They will also be given the opportunity to learn techniques in managing difficult people with whom they come in contact.*
- ✓ *All appropriate staff will be urged to take a telephone communication course (telephone etiquette training) that teaches skills on how to properly handle customers by telephone.*
- ✓ *Supervisors and managers will be encouraged to take classes in conflict resolution, customer service training and in conducting on-the-job training. Training materials will be made available to field facilities.*
- ✓ *Cadets in the Enforcement Division's Training Academy will continue to receive customer service training as part of their required twenty-one-week training regimen.*
- ✓ *Other divisions and sections will provide on-the-job training as part of the initial orientation of new employees.*

A list of the CPTP courses offered to state employees can be found on the CPTP Internet home page (<http://www.state.la.us/cptp/cptp.htm>) or by contacting the Department's Personnel Section. These instructional courses are designed to increase the employee's level of knowledge and confidence when interacting with the Department's customers. This will help the employee to make more informed decisions when dealing with both foreseen and unforeseen situations. All CPTP training courses are provided to departmental employees at no charge. They will be available during working hours and scheduled in coordination with the employee's supervisor and CPTP's schedule.

Employee Ideas for Customer Service

The most recent survey of employees for ideas regarding the effective delivery of customer service was in 1999. A detailed list of ideas generated by this survey can be found in the *1999 Customer Service Assessment Report*.

Employees as Customers

Customer service at the Department has traditionally focused primarily upon its external customers. However, the Department recognizes that, to provide the highest quality customer service, it must look beyond the scope of the traditional definition of a customer. In this light, the Department recognizes that many of its employees, at times, are also customers of the Department. Often, departmental personnel rely on the services and assistance of employees in other divisions and sections, effectively making them customers of those divisions and sections.

Improving intradepartmental customer service will foster an atmosphere that promotes better relationships between units of the Department, better morale within the Department, and ultimately, better customer service to our external customers.

To address these customers of the Department, training is needed to provide each employee with an awareness of how he or she serves others within the Department. A training video is available specifically for this purpose.

Periodically, surveys may be administered in order to gather information regarding employees' attitudes toward the Department, their customers, and other customer service-related issues. It is felt that it will be beneficial for administrators of the Department to be aware of the feelings and thoughts of the employees on certain issues. Administrators may be able to facilitate cooperation between units of the Department to help create an atmosphere conducive to positive customer relations.

Appendix

EXECUTIVE ORDER MJF 97-39

State Customer Service Standard

WHEREAS: it is the duty of the State of Louisiana to timely deliver government customer services that are of the highest quality and responsive to the public's needs;

WHEREAS: the State of Louisiana intends to achieve higher levels of citizen satisfaction by delivering quality, timely, and responsive government services which meet its customer service obligations;

WHEREAS: to enable the State of Louisiana to meet its goal of providing a superior level of customer service, all levels of state government employees could benefit from a statewide employee customer service training program that identifies customer expectations and assists state government employees in satisfying those expectations;

NOW THEREFORE I, M.J. "MIKE" FOSTER, JR., Governor of the State of Louisiana, by virtue of the authority vested by the Constitution and laws of the State of Louisiana, do hereby order and direct as follows:

SECTION 1: State Customer Service Standard. All departments and agencies in the Executive Branch, State of Louisiana, and all officers and employees thereof (hereafter "state agencies") shall strive to deliver to the individuals and entities they serve effective, efficient, and responsive customer service that is of the highest quality.

SECTION 2: Implementation of Standard. In implementing the state customer service standard, all state agencies that serve the public directly shall perform the following nonexclusive list of duties:

- A. identify all of the services provided by the state agency;
- B. identify the customers who are, and should be, served by the state agency;
- C. determine the service expectations of those customers;
- D. determine the present level of satisfaction those customers have with the services of the state agency;
- E. compare the state agency's present customer service performance to the level of customer service presently being delivered to customers by other governmental and/or nongovernmental entities that are models of successful customer service;

F. disseminate customer service information to the public and make available a user-friendly customer service improvement system; and

G. develop an internal structure that effectively addresses customer complaints and prevents future customer service dissatisfaction.

SECTION 3: Support for State Government Employees. Each state agency shall work with its employees to develop a state employee plan that will compliment the state agency's customer service strategy. Each plan shall describe the customer service training resources and programs being provided by the state agency for its employees who are directly serving customers and for the managers of those employees. The plan should identify the types of training resources and programs that would improve the state agency's customer service levels, indicate how those training resources and programs would improve the level of the state agency's customer service, and provide a strategy which indicates how those training resources and programs will be provided. The state employee plan shall also include the following information:

A. a detailed explanation of employee expectations and needs regarding the manner in which the state customer service standard is implemented;

B. a detailed list of employee ideas for improving the level of customer satisfaction and attaining the state customer service standard; and

C. indicate types of customer service training that is necessary to provide employees with the essential tools to deliver goods and services at the level that meets customer service standard.

SECTION 4: Annual Customer Service Plan. Beginning with the fiscal year commencing July 1, 1998, each state agency shall implement an annual customer service plan. The state agency shall develop its initial plan and submit it to the Office of the Governor, through the commissioner of Administration, by November 1, 1998. The state agency shall develop and submit an annual update by November 1 of each successive year.

The state agency's annual customer service plan shall include the state agency's customer service goals for complying with the state customer service standard that is specifically tailored to the particular service provided by the state agency. Each plan shall identify and describe the level of customer service being delivered to customers by relevant, successful governmental or nongovernmental agencies, and present a comparative evaluation of the difference in quality of the customer service provided by the state agency and by relevant, successful governmental or nongovernmental agencies. If the level of quality of the state agency's customer service is not equivalent to, or better than, the level of the relevant, successful governmental or nongovernmental agency customer service, the state agency shall explain the reason for the disparity in the customer service quality, and the action being taken to rectify the situation.

SECTION 5: Annual Customer Service Assessment. Beginning with December 1998, at the end of every calendar year, each state agency shall implement an annual customer service assessment that elicits from customers and employees information regarding:

A. changes in customer needs and expectations;

B. the level of overall customer satisfaction with the state agency's service; and

C. suggestions for improvement. This information shall be used by the state agency in measuring its overall performance level, the effectiveness of its leadership, and in allocating its resources.

SECTION 6: Miscellaneous Provisions. This Order shall not and does not create any right of action, any cause of action, or any substantive, procedural, or equitable right enforceable by, or in favor of, any person or entity against the State of Louisiana or any department, commission, board, agency, political subdivision, or officer or employee thereof.

All departments, commissions, boards, agencies, and officers of the state, or any political subdivision thereof, are authorized and directed to cooperate with the implementation of the provisions of this Order.

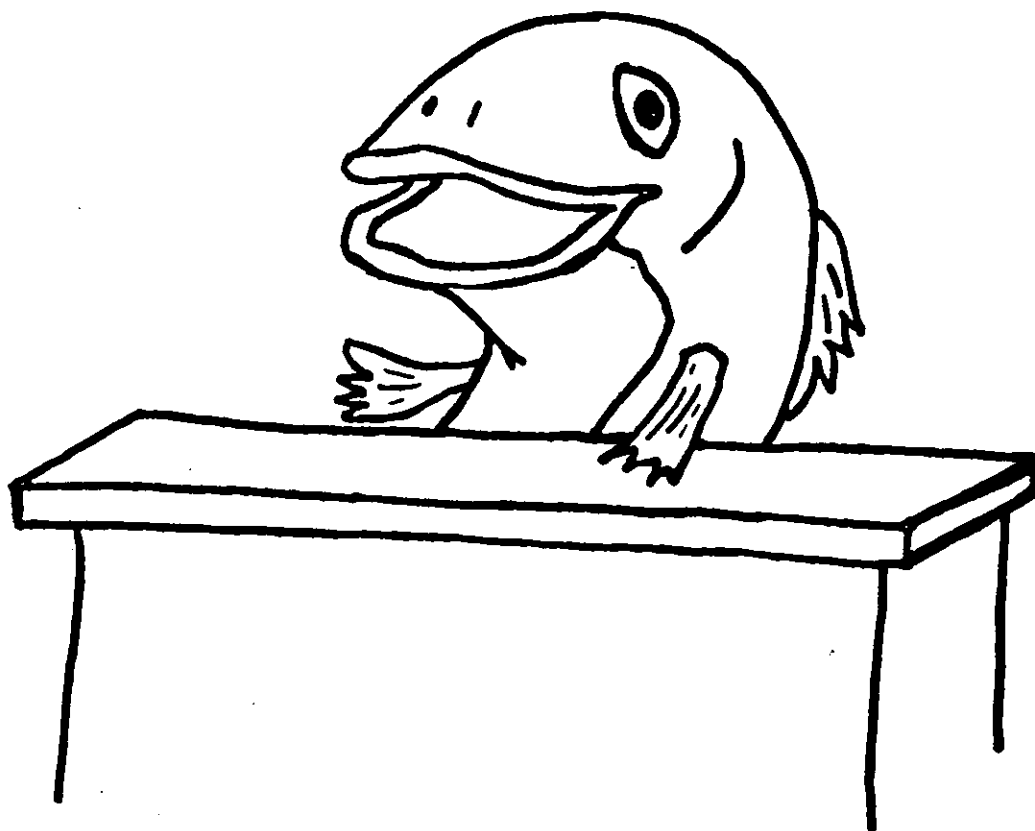
This Order is effective upon signature and shall continue in effect until amended, modified, terminated, or rescinded by the Governor, or terminated by operation of law.

IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of the State of Louisiana, at the Capitol, in the City of Baton Rouge, on this 23rd of September, 1997.

M.J. "Mike" Foster, Jr.
Governor

ATTEST BY
THE GOVERNOR
Fox McKeithen
Secretary of the State

Customer Service Assessment Report 2002



Louisiana Department of Wildlife and Fisheries
Customer Service Committee
November, 2002

LOUISIANA DEPARTMENT OF
WILDLIFE AND FISHERIES
CUSTOMER SERVICE
ASSESSMENT REPORT 2002

Louisiana Department of Wildlife and Fisheries
Customer Service Committee
November, 2002

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Table of Contents

	Page
Acknowledgements	i
Table of Contents	ii
List of Tables	iv
List of Figures	vii
List of Boxes	vii
Summary	viii
Introduction	1
Minimum Customer Service Standards	2
Customer Service Accomplishments in 2002	3
Employee Support	3
Customer Comment Assessment	7
Internet Comment Cards	8
Personal Characteristics of Internet Respondents	8
Outdoor Recreational Activity	9
Residence	9
Types of Comments	14
Administrative Units to Which Comments Are Sent	17
Types of Comments Sent to Various Administrative Units	17
Consistency with Minimum Customer Service Standards	17
Overall Satisfaction	23
Comments with Merit	23
Comparing 2001 to 2002	23
Customer Comment and Suggestion Cards	25
Residence	28
Types of Comments	30
Administrative Units to Which Comments Are Sent	30
Types of Comments Sent to Various Administrative Units	30
Consistency with Minimum Customer Service Standards	30
Comparing 2001 to 2002	35
Comparing Internet Comments and Comment Cards, 2002	35

Table of Contents

Combining Internet Comments and Comment Cards: Total Comments	37
National Hunting and Fishing Day Survey, 2001	38
Open-Ended Questions	44
Question 7: What Can the Department Do to Better Fulfill Its Mission?	46
Question 8: How Can the Department Improve Its Services to You Personally?	47
General	47
Lamar Dixon's Sportsman's Paradise Hunting and Fishing Exposition	48
Open-Ended Questions	55
Question 9: What Can the Department Do to Better Fulfill Its Mission?	56
Question 10: How Can the Department Improve Its Services to You Personally?	57
General	58
Conclusion	59
Appendix 1 Louisiana Department of Wildlife and Fisheries Internet Customer Service Comment and Suggestion Form	62
Appendix 2 Louisiana Department of Wildlife and Fisheries Customer Service Card	66
Appendix 3 Louisiana Department of Wildlife and Fisheries' Customer Service Questionnaire Distributed at National Hunting and Fishing Day Event, Monroe, Louisiana, September 22, 2001	69
Appendix 4 Louisiana Department of Wildlife and Fisheries' Customer Service Questionnaire Distributed at the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition, August 24 – 25, 2002	72

List of Tables

Table		Page
Table 1	Participation in Selected Outdoor Recreational Activities by Respondents to the Internet Form	10
Table 2	Population by Parishes within Louisiana Metropolitan Areas, U.S. Census Bureau, 2000	12
Table 3	Internet Forms Received from Each Metropolitan Area, 2001 and 2002	15
Table 4	Types of Comments Received from Internet Forms	16
Table 5	Administrative Units to Which Internet Comments Were Sent	18
Table 6	Types of Comments and the Administrative Units to Which They Were Sent, 2002	19
Table 7	Ratings of Internet Comments Regarding Minimum Customer Service Standards, 2002	21
Table 8	Ratings of Internet Comments Regarding Minimum Customer Service Standards, 2002	22
Table 9	Over-All Satisfaction for the Louisiana Department of Wildlife and Fisheries from Internet Comments, 2001 and 2002	24
Table 10	Comparison of Types of Comments Received from Internet Forms, 2001 and 2002	26
Table 11	Comment Cards Received from Each Metropolitan Area, 2001 and 2002	29
Table 12	Types of Comments Received from Comment Cards, 2001 and 2002	31
Table 13	Administrative Units to Which Comment Cards Were Sent, 2001 and 2002	32
Table 14	Types of Comments and Administrative Units to Which Comment Cards Were Sent	33
Table 15	Ratings of Comment Cards Regarding Minimum Customer Service Standards, 2001 and 2002	34

List of Tables

Table		Page
Table 16	Comparison of Types of Comments Received from Comment Cards, 2001 and 2002	36
Table 17	Total Comments from Each Metropolitan Area, 2001 and 2002	39
Table 18	Types of Comments Received: Total Comments, 2002	39
Table 19	Administrative Units to Which Total Comments Were Sent, 2001 and 2002	40
Table 20	Age Distribution of Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	42
Table 21	Geographical Distribution of Respondents at Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	42
Table 22	Sources of Information: How Respondents Learned about the Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	42
Table 23	Obstacles to Participation in Outdoor Recreational Activity Cited by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	45
Table 24	Participation in Selected Outdoor Recreational Activity Cited by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	45
Table 25	"Do You Feel the Department is Adequately Fulfilling Its Mission": Responses Provided by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana: 2001	45
Table 26	Over-All Ratings of the Louisiana Department of Wildlife and Fisheries Provided by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001	45
Table 27	Sources of Information: How Respondents Learned about the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002	49
Table 28	Age Distribution of Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002	49

List of Tables

Table		Page
Table 29	Geographical Distribution of Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana: 2002	51
Table 30	Participation in Selected Outdoor Recreational Activities By Respondents at the Lamar Dixon Sportsman's Exposition, Gonzales, Louisiana, 2002	53
Table 31	Obstacles to Participation in Outdoor Recreational Activity Cited by Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002	53
Table 32	"Do You Feel the Department is Adequately Fulfilling Its Mission": Responses Provided by Attendees at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002	54
Table 33	Over-All Ratings of the Louisiana Department of Wildlife and Fisheries Provided by Attendees at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002	54

List of Figures

Figure		Page
Figure 1	Employee Comment Card	6
Figure 2	States of Residence for Internet Respondents	11
Figure 3	Louisiana Metropolitan Areas	13
Figure 4	Geographical Distribution of National Hunting and Fishing Day Respondents: Parishes of Residence	43
Figure 5	Geographical Distribution of Lamar Dixon Respondents: Parishes of Residence	52

List of Boxes

Box		Page
Box 1	The Customer Service Assessment Report	2
Box 2	Louisiana Department of Wildlife and Fisheries Minimum Customer Service Standards	3
Box 3	The Department's Customer Service Program's Accomplishments in Employee Support	4
Box 4	Louisiana Department of Wildlife and Fisheries Customer Comment Instruments	7
Box 5	Survey Questions Pertaining to the Seven Elements of Minimum Customer Service	20
Box 6	Customer Service and Suggestion Box Locations	27

Summary

Customer Service Assessment Report, 2002

Time Period: September, 2001 – August, 2002

Customer Service Program

- Established 1997
- Purpose: To promote and enhance the implementation of seven key elements of quality customer service:
 - Courtesy & respect
 - Neat appearance and positive attitude
 - Fairness and consistency
 - Attentive listening and active interaction
 - Knowledge and accuracy
 - Clear communication
 - Promptness and timeliness

Employee Support

- Customer Service Orientation Sessions
- Updated Departmental Topical Telephone Directory
- New telephone system in Monroe office
- New training video: *Basic Telephone Skills 2.0*
 - 186 employees
 - 7 meetings
- Workshop: E-Mail Errors 16 employees
- Employee Comment Cards

Customer Comment Assessment

- Internet Comments
On-line (www.wlf.state.la.us/commentcard.html)
- 174 Responses
- 146 Louisiana residents and 28 residents of other states
 - Most Louisiana respondents reside in the New Orleans area (32.3%) or Baton Rouge area (19.4%)
- Most hunted (61.5%) or fished (79.3%)
- Types of Comments (in order of decreasing commonality)
 - Requests
 - Complaints
 - Suggestion
 - Comments
 - Compliments
- Administrative Units Receiving the Most Internet Comments
(in order of decreasing commonality)
 - Licensing Section
 - Wildlife Division
 - Enforcement Division
 - Hunter's Education Program
- Overall Satisfaction with the Department of Wildlife and Fisheries
 - Excellent (29.9%)
 - Good (27.01)
 - Fair (7.5%)
 - Poor (8.6%)
 - Unsure (13.2%)
- Percentage of Internet Comments with Merit 60.3

Customer Comment and Suggestion Cards

- Cards and Drop-boxes at 20 Wildlife and Fisheries Facilities statewide
- 30 Responses
- Plurality reside in New Orleans (27.3%) and Baton Rouge (14.2%)
- Types of Comments (in order of decreasing commonality)
 - Comments
 - Suggestions
 - Complaints
 - Compliments
 - Requests
- Administrative Units Receiving the Comment Cards
(in order of decreasing commonality)
 - Licensing Section
 - Wildlife Division
 - Enforcement Division
 - Percent of Comment Cards with Merit

50

National Hunting and Fishing Day Event

- Monroe, Louisiana
- September 22, 2001
- 138 Responses
- Over 80% reside in four northeast Louisiana parishes:
 - Morehouse, Ouachita, Richland, and Union
- Most hunted (92%) or fished (91.3%)
- Obstacles to Wildlife Recreational Activity
 - Lack of time (74.4%)
 - Lack of money (19.2%)
 - Lack of places to hunt or fish (20.8%)
- Heard about the National Hunting and Fishing Day Event through:
 - Newspaper, radio, or television (46.5%)
 - Family or friends (25 %)
- “Do You Think the Department is Adequately Fulfilling Its Mission?”
 - Yes (97%)
 - No (3%)
- Overall Satisfaction with the Department of Wildlife and Fisheries
 - Excellent (54.7%)
 - Good (41.6%)
 - Fair (3.6%)
 - Poor (0.0%)
 - Unsure (0.0%)

Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition

- Gonzales, Louisiana
- August 24 – 25, 2002
- 675 Responses
- Nearly two-thirds reside in three southeastern Louisiana parishes:
 - Ascension, East Baton Rouge, and Livingston
- Most hunted (81.2%) or fished (93.9%)
- Obstacles to Wildlife Recreational Activity
 - Lack of time (68.2%)
 - Lack of money (26.8%)
 - Lack of places to hunt or fish (27.3%)
- Heard about the National Hunting and Fishing Day Event through:
 - Newspaper (5.6%)
 - Radio (24.3%)
 - Television (41.6%)
 - Family or friends (14.2 %)
- “Do You Think the Department is Adequately Fulfilling Its Mission?”
 - Yes (85.3%)
 - No (3.9%)
 - I Do Not Know (9.2%)
- Overall Satisfaction with the Department of Wildlife and Fisheries
 - Excellent (36.0%)
 - Good (54.1%)
 - Fair (6.1%)
 - Poor (1.5%)
 - Unsure (1.5%)

**LOUISIANA DEPARTMENT OF
WILDLIFE AND FISHERIES
CUSTOMER SERVICE ASSESSMENT
REPORT**

2002

Louisiana Department of Wildlife and Fisheries Customer Service Assessment Report: 2002

Introduction

The Louisiana Department of Wildlife and Fisheries Customer Service Program, founded in 1999 subsequent to Executive Order MJF 97-39, is entering the fourth year in its continuing efforts to assure high quality service to the public. The Department, like other state agencies, has identified customer service standards to serve its constituents efficiently, effectively, and responsively. The Customer Service Committee is designed to assist the Department in the implementation of that standard by identifying the services the agency provides, characterizing the customers who use them, determining the customers' expectations, and measuring the level of satisfaction with the Department and its efforts.

The Department's customer service efforts also extend to its employees. The Customer Service Program includes training employees in the importance of quality customer service and methods for improving the level of customer satisfaction. The program also solicits employees' ideas for improving customer service.

Pursuant to the designs of the state government's customer service executive order, the Department's Customer Service Committee must prepare a report of the Department's Customer Service efforts over the past twelve months. The year described in this report runs from September, 2001 to August, 2002 and is referred to as 2002 throughout this document in the interest of brevity.

This Customer Service Assessment Report, 2002, will summarize the Department's customer service accomplishments in 2002 and summarize the nature and content of customer comments submitted to the Department. It will provide steps taken to improve customer service and examine the Department's Customer Service plan in the near future.

Box 1.**The Customer Service Assessment Report will ...**

- Summarize the Department's customer Service accomplishments in 2002,
- Provide an objective measure of overall customer satisfaction for the entire Department,
- Summarize the number of comments, complaints, and suggestions received by type and location,
- Identify the portion of comments, complaints, and suggestions holding or lacking merit,
- Provide information on steps taken to alleviate or avoid complaints as well as suggest means to improve customer service;
- Examine the Department's plans in the near future relating to customer service.

Minimum Customer Service Standards

The Department has established minimum customer service standards, a set of principles that present the expectations place on employees regarding the quality of service that should be provided to the public. Department employees should communicate clearly with customers and treat them fairly, honestly, and respectfully. Personnel should respond to customers' inquiries promptly. Employees should provide current and accurate information. If they are unable to satisfy a customer fully, they should refer him or her to those who can satisfy the customer's desires.

The Department should encourage feedback on its programs, decisions, and activities. The Department and its employees should actively listen to its customers. Efforts should be made to understand customers' desires and motivations. Information regarding customers' experience and expectations should be collected and analyzed to determine how to improve products and services.

Box 2.**Louisiana Department of Wildlife and Fisheries Minimum Customer Service Standards**

- We will always treat our customers with courtesy and respect.
- We will provide our customers with information that is current and accurate. If unsure, our staff will find a more knowledgeable person to assist.
- We will work continually to streamline and improve our services.
- We will make every effort to communicate with our customers in a clear and understandable manner.
- We will maintain a neat appearance and a positive attitude.
- We will respond promptly to all inquiries, requests, suggestions, and complaints. Every effort will be made to provide a complete and accurate response.
- We will provide fair and consistent treatment to all customers.
- We will encourage feedback and actively listen to our customers so that we may better understand their motivations and how best to provide products, services, and information.

Customer Service Accomplishments in 2002

Customer service activities within the Department in 2002 were innumerable. Employees responded to numerous comments, requests, and suggestions. These ranged from answering personal inquiries from the public to serving applicants seeking licenses or permits to listening to constituents at Wildlife and Fisheries Commission meetings. Because most of these incidents are not formally documented, they can not be included in this assessment. This report can, however, discuss customer service activities, employee support, and customer comment measurement and analysis.

Employee Support

Employee support offered by the customer service program begins with the 40-minute customer service presentation given at the new employee orientation on the first Tuesday of every month. This presentation features a 20-minute video, *Quality Service in the Public Sector* distributed by America Media Incorporated. It also includes a discussion of

the Department's customer service commitment, a description of the minimum customer service standards, and the dissemination of information that can assist the employees in the execution of quality customer service. New staff members are shown the customer service cards and the internet customer comment cards. The current Customer Service Plan and the Customer Service Assessment Reports are included in the packet of information they receive. Finally, to assist employees in their understanding of the working of the Department, each attendant at orientation receives a schematic of the Department's structural organization and a topical telephone directory. The Customer Service Program encountered 109 employees at new employee orientation in 2002.

The Department's topical telephone directory was updated in March, 2002. This printed guide lists telephone numbers of individuals and offices who are versed in the Department's activities related to selected topics and services. Contact numbers are also listed by parish, district, or region. Employees requiring particular services in the execution of their regular duties or in assistance to a special public inquiry may readily refer to this telephone guide. The topical telephone directories are distributed to every division and outlying office.

Box 3.

The Department's Customer Service Program's Accomplishments in Employee Support Include

- Customer Service Presentations at New Employee Orientation
- Updating the Topical Telephone Directory
- Improved Telephone System at the Monroe Office
- New Training Video: *Basic Telephone Skills 2.0*
- Workshop: *E-Mail Errors*
- Human Resources Survey Development
- Employee Comment Cards

The Customer Service Program also assisted in the implementation of a new telephone system at the office in Monroe, Louisiana. This will improve customer service and enhance employee's efficiency.

A 17-minute training video, *Basic Telephone Skills 2.0*, was acquired and adopted in 2002. The training video teaches the viewer the basic telephone skills needed to answer the telephone and handle customers. The video was shown to 186 employees at seven meetings in Baton Rouge, Monroe, and the Booker Fowler Center.

The Customer Service Program provided a voluntary three-hour *E-Mail Error* workshop for employees. The workshop illustrated and discussed common electronic mail errors and means to avoid them. Sixteen employees attended the e-mail error workshop.

The Customer Service Program also designed a customer service evaluation survey regarding the Department's Human Resources Section. This survey will be sent to all employees to assess their perceptions of the quality of service provided by that section to other employees. It will be distributed to employees in the fall, 2002.

Another continuing employee support mechanism is the employees comment card (Figure 1). Available to all employees on the Department's intranet web site, it provides an opportunity for employees to submit anonymous complaints, comments, and suggestions regarding the Department. This is designed to acquire ideas from employees on how the Department might improve the quality of service it provides to the public. In 2002, only one employee comment card was received, regarding improved handicap access. This is a decrease from 2 in 2001 and 21 in 2000.



Louisiana Department of Wildlife and Fisheries



Employee Comment / Suggestion Form

Comments, *Complaints, Suggestions, *Criticisms:

Suggestions for Improvements or Changes:

* Complaints and criticisms without suggestions for improvement will not be considered.

Please feel free to deposit this form in one of the Customer Service Comment/Suggestion boxes located at various department locations throughout the state, bring it to room 257 in the Baton Rouge Headquarters building, or mail it to:

Customer Service Committee

ATTN: Steve Welch

LDWF, Socioeconomic Section

P.O. Box 98000, Baton Rouge, LA 70898-9000

After being recorded, this form will be routed to the appropriate office, division or section. Thank you.

Customer Comment Assessment

The Louisiana Department of Wildlife and Fisheries Customer Service Program maintains several means for public input, including the four formal, quantifiable instruments which are analyzed and assessed in this report. Two instruments are collected throughout the years: internet comments cards, available on the Department's webpage, and customer comment and suggestion cards that are available at a score of Wildlife and Fisheries locations around the state. Two additional instruments, personal written surveys, were developed and used on isolated occasions during the twelve-month period. In September, 2001, a survey administered at the Department's National Hunting and Fishing Day event in Monroe, Louisiana, contacted 138 attendees. A similar survey was taken of 675 attendees at the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition in Gonzales, Louisiana, in August, 2002.

Box 4.

Louisiana Department of Wildlife and Fisheries Customer Comment Instruments

- Continuous Instruments
 - Internet Customer Comment Cards
 - Available at the Customer Comment Section's Webpage:
 - www.wlf.state.la.us/commentcard.html
 - Customer Comment and Suggestion Cards
 - Available at 20 Wildlife and Fisheries Sites in Louisiana
- Special Occasions
 - National Hunting and Fishing Day Event, September 22, 2001
 - Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition, August 24 – 25, 2002

Internet Comment Cards

The internet customer comment card is a data collection instrument available for voluntary submission by members of the public on the Department's webpage (Appendix 1). The internet comment card allows individuals to submit comments, complaints, and suggestions regarding specific service incidents and broader Department policies, decisions, and activities. It asks the respondent to provide his or her outdoor recreational activities as well as place of residence, location of activity, and various optional personal characteristics. Respondents are also asked to rate the Department in terms of overall satisfaction and to grade the Department on its ability to meet various customer service standards for courtesy, clearness, attentiveness, and timeliness.

The Department received 174 internet comments between September, 2001 and August, 2002. This doubles the number (86) received over the previous twelve months. Before a computer glitch stymied internet comment collection in the summer 2001, the Customer Service program was on track to receive 120 internet comments. Thus, the number received in 2002 exceeds the projected number of comments that would have been expected in 2001 without the technical problems. This is the second consecutive year with an increase in the number of internet comment submissions.

Personal Characteristics of Internet Respondents

Most respondents provided some amount of personal information, probably to facilitate personal responses (requested by 83.3 percent of all internet submissions.) Large majorities of respondents provided names (93.7 percent), telephone number (92.5 percent), an electronic mailing address (91.4 percent), a street (88.5 percent), or a city address (92.5 percent). Nearly eighty-two percent identified his or her occupation. Nearly three quarters

(74.1 percent) of respondents provided his or her age on the internet comment form. Among those answering the question, the average age was 40.4 years.

Outdoor Recreational Activity

Internet respondents were asked to identify the types of outdoor recreational activities in which they participated (Table 1). The most common activities were fishing (79.31 percent) and hunting (61.5 percent). A majority (58.1 percent) of internet respondents are classified as sportsman, those who both fish and hunt. Over one-fifth (21.3 percent) fish only but only 3.5 percent hunt only.

Camping was enjoyed by 45.4 percent. Except for visiting parks and natural places (34.48 percent), no other activity had a participation rate greater than 30 percent. A small portion (2.3 percent) participated in no outdoor recreational activities.

Residence

Of the 174 internet respondents, 146 were residents of Louisiana (Figure 2). Of the 28 residents of other states, 9 were from Texas, three each from Mississippi and Missouri, and two from Nebraska. Single submissions originated among residents of states as distant as Arizona, Colorado, Connecticut, and New Jersey.

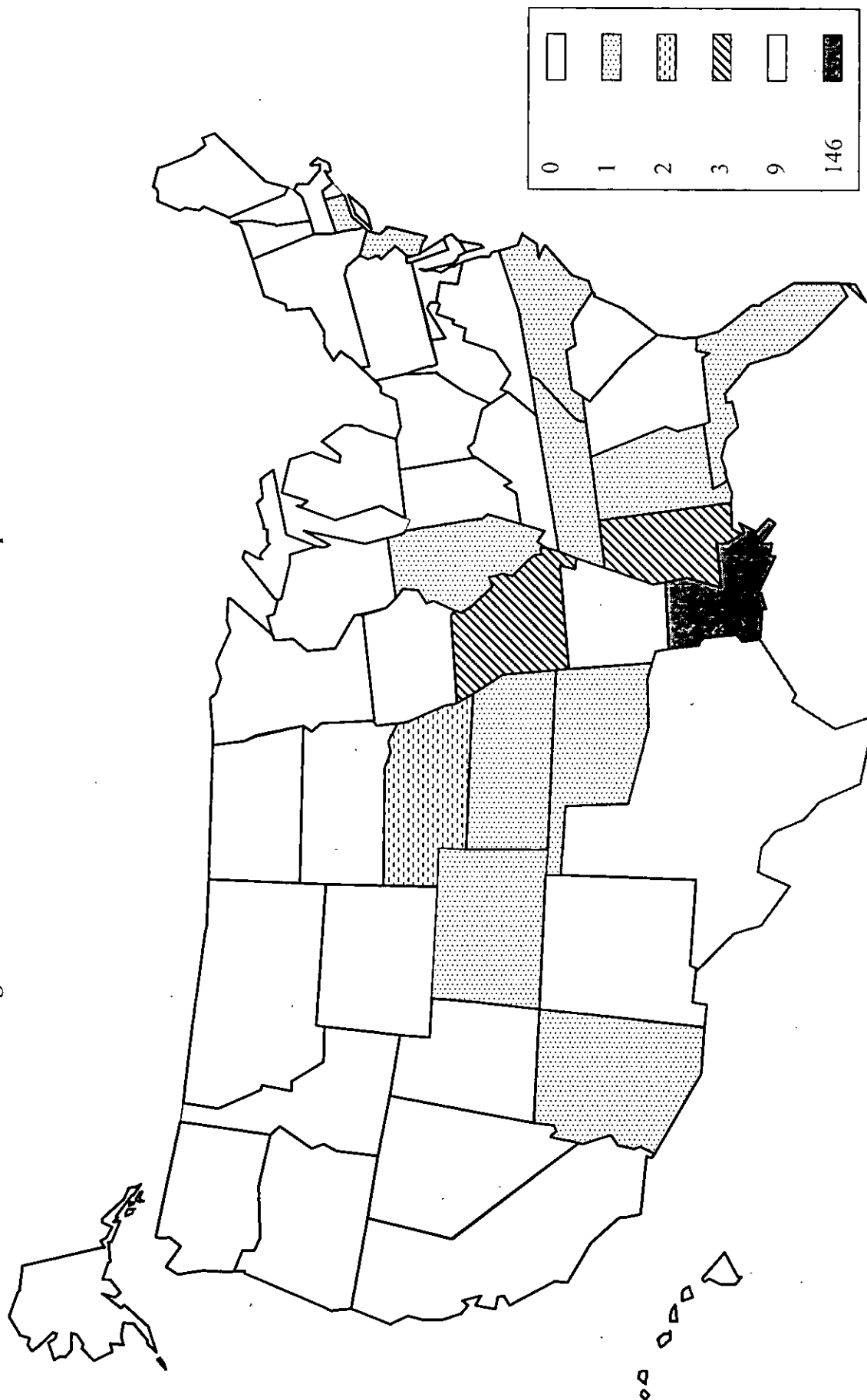
Louisiana residents were asked to provide the parish of residence. (Only eight Louisiana residents failed to do so.) Parishes were then combined into seven metropolitan statistics areas based on U.S. Census Bureau findings (Table 2): Alexandria, Monroe, and Shreveport to the north and Lake Charles, Lafayette, Baton Rouge, and New Orleans to the south (Figure 2).

The New Orleans area was the metropolitan area with the most respondents. The Baton Rouge area was the second most popular place of residence.

Table 1. Participation in Selected Outdoor Recreational Activities By Respondents to Internet Forms, 2002

Activity	Observations	Percent
Hunting	107	61.49
Fishing	138	79.31
Sportsmen (Hunting and Fishing)	101	58.05
Hunting Only	6	3.45
Fishing Only	37	21.26
Wildlife Watching (including Birds)	47	27.01
Feeding Wildlife (including Birds)	31	17.82
Wildlife Photography	34	19.54
Visiting Parks and Natural Areas	60	34.48
Camping	79	45.40
Hiking	26	14.94
Boating	10	5.75
Other	17	9.77
None	4	2.30
No Response	9	5.17
N = 174		

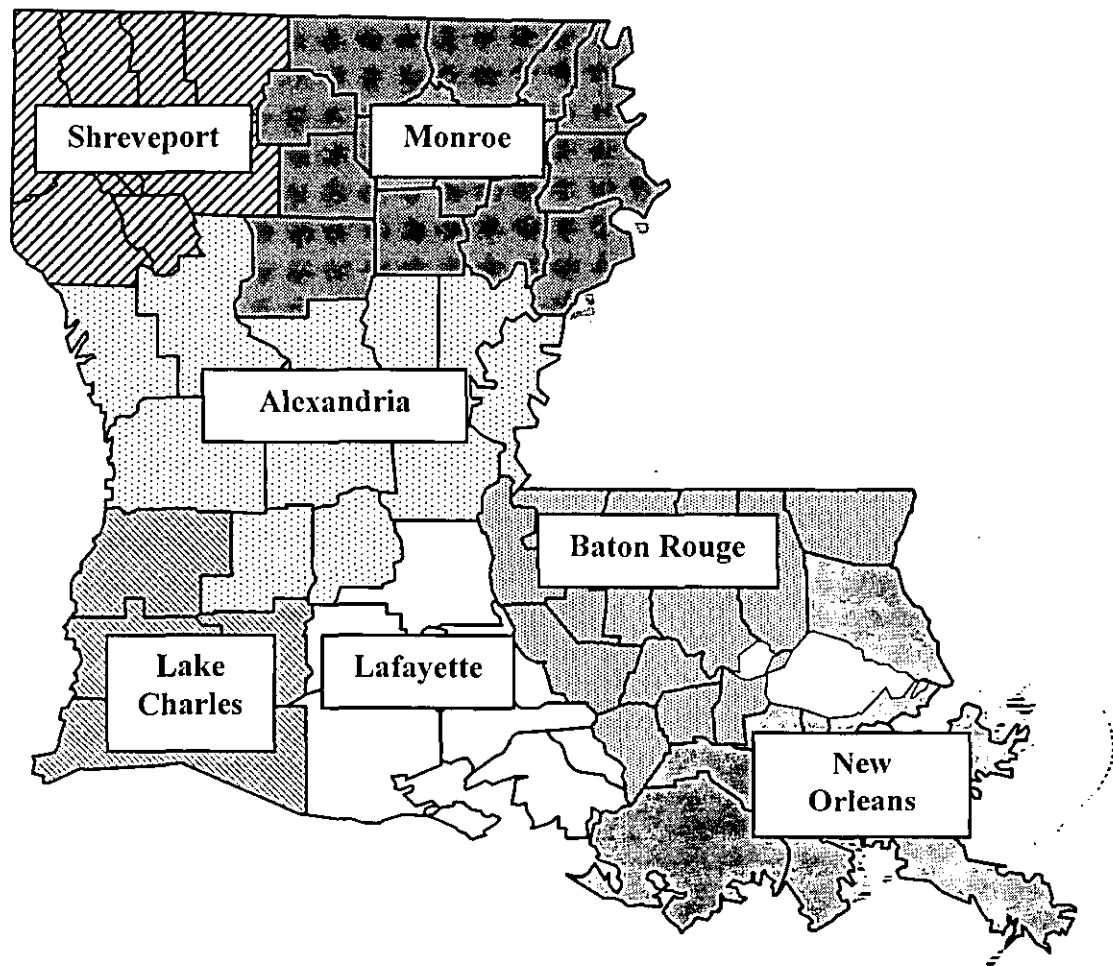
Figure 2. States of Residence for Internet Respondents



**Table 2. Population by Parishes within Louisiana Metropolitan Areas U.S.
Census Bureau, 2000**

Shreveport Area		Monroe Area		Alexandria Area		Lake Charles Area	
Parish	Population	Parish	Pop.	Parish	Population	Parish	Pop.
Bienville	15,563	Caldwell	10,549	Allen	25,342	Beauregard	33,192
Bossier	99,283	East Carroll	9,224	Avoyelles	41,458	Calcasieu	182,842
Caddo	16,629	Franklin	21,018	Catahoula	10,847	Cameron	9,805
DeSoto	25,742	Jackson	15,409	Concordia	20,090	Jefferson Davis	31,275
Red River	9,578	Lincoln	42,173	Evangeline	35,546		
Webster	41,456	Madison	13,506	Grant	18,717		
		Morehouse	30,675	LaSalle	14,425		
		Ouachita	146,678	Natchitoches	39,558		
		Richland	20,930	Rapides	126,566		
		Tensas	6,507	Sabine	23,460		
		Union	22,869	Vernon	51,273		
		West Carroll	12,160				
		Winn	16,636				
Total (% State)	459,013 (10.28%)	Total (% State)	368,334 (8.25%)	Total (% State)	407,102 (9.11%)	Total (% State)	257,114 (5.76%)
Lafayette Area		Baton Rouge Area		New Orleans			
Parish	Population	Parish	Pop.	Parish	Population		
Acadia	58,910	Ascension	79,873	Jefferson	451,459		
Iberia	73,530	Assumption	23,257	Lafourche	90,273		
Lafayette	190,894	East Baton Rouge	409,667	Orleans	476,492		
St Landry	88,186	East Feliciana	21,420	Plaquemines	27,004		
St Martin	49,181	Iberville	33,261	St Bernard	66,486		
St Mary	52,833	Livingston	96,257	St Charles	48,548		
Vermilion	53,661	Pointe Coupee	22,619	St Tammany	197,683		
		St Helena	10,360	Terrebonne	105,123		
		St James	21,224				
		St John the Baptist	43,798				
		Tangipahoa	101,930				
		Washington	44,072				
		West Baton Rouge	21,726				
		West Feliciana	15,140				
Total (% State)	567,195 (12.70%)	Total (% State)	944,604 (21.2%)	Total (% State)	1,463,068 (32.76%)		

Figure 3 Louisiana Metropolitan Areas



The New Orleans area was the place of residence for 25.3 percent of all submissions including state residents, non-state residents, and non-respondents (Table 3). The Baton Rouge area was the second most common with 14.6 percent.

This pattern remains even after eliminating out-of-state residents and non-responses. The New Orleans area accounts for 32.3 percent and the Baton Rouge area for 19.4 percent of identified state residents. The geographical distribution of internet comment respondents is similar to the distribution of the state's population according to the U.S. Census Bureau. The portion of the respondents residing in each area was fairly close to the portion of the state's population in each metropolitan statistical area, all within three percent. Area population numbers were converted into units of 10,000 (e.g., the Alexandria area with 407,112 residents was given a score of 41) to facilitate a statistical comparison with internet responses. Following this procedure, there were no significant differences ($X^2_{(\alpha = 0.05, df = 6)} = 2.91$) between the geographical distribution of internet respondents and the Census Bureau's 2000 state population estimates.

Types of Comments

Comments were separated by type: comment, complaint, compliment, request, or suggestion. Comments could be categorized as complex or joint-designations such as comment/compliment and complaint/request (Table 4).

Requests for information account for two-thirds of all internet comments. Simple requests account for 63.2 percent of all comments, requests/suggestions for 2.9 percent, complaints/requests for 2.3 percent, and comment/request and compliment/request each claim 0.57 percent of all internet submissions.

Table 3. Internet Forms Received from Each Metropolitan Area, 2001 and 2002

Metropolitan Area	Internet Comments	
	2001 (Percentage)	2002 (Percentage)
Alexandria	6 (6.98)	16 (9.20)
Baton Rouge	13 (15.12)	25 (14.37)
Lafayette	9 (10.47)	79 (10.92)
Lake Charles	12 (13.96)	12 (6.90)
Monroe	4 (4.65)	9 (5.17)
New Orleans	20 (23.26)	44 (25.29)
Shreveport	8 (9.30)	13 (7.47)
Out of State	14 (16.28)	28 (16.09)
No Response	0 (0.0)	8 (4.60)
Total	86	174

Table 4. Types of Comments Received from Internet Forms, 2002

Type of Comment	Internet (Percent)
Comment	7 (4.02)
Comment/Complaint	1 (0.57)
Comment/Request	1 (0.57)
Complaint	15 (8.62)
Complaint/Request	19 (10.92)
Complaint/Suggestion	2 (2.30)
Compliment	2 (1.15)
Compliment/Request	1 (0.57)
Request	110 (63.22)
Request/Suggestion	5 (2.87)
Suggestion	9 (5.17)
Total	174

Complaints were the second most common type of internet comments. All complaint categories combined (simple complaints, comment/complaints, complaint/requests, and complaint/suggestions) account for 22.4 percent of all internet comments.

Administrative Units to Which Comments Are Sent

Once comments are received by the Department's Customer Service Representative, they may be dispatched to employees in other sections, divisions, or offices who may be able to address them more competently. Internet comments were forwarded to fifteen different administrative units within the Department. (Five comments did not pertain to any particular section and were recorded but not forwarded.)

Table 5 presents a distribution of the locations to which internet comments were sent. The plurality of submissions was sent to the licensing section (43.1 percent). Only three other administrative units received more than ten referrals, the Wildlife Division (27), the Enforcement Division (15), and the Hunter Education Program (11).

Types of Comments Sent to Various Administrative Units

Table 6 shows what type of comments were sent to the various administrative units within the Department. Most units, except the Licensing Section received only a handful of different types of comments. Of the sections receiving more than one type of comment, the majority type was the request. In the Licensing section, 60 percent of its referrals were requests. Similarly, over sixty percent of the comments sent to the Wildlife Division were requests.

Consistency with Minimum Customer Standards

Seven questions were designed to determine whether the service the customers received was consistent with the minimum customer service standards of courtesy,

Table 5. Administrative Units To Which Internet Comments Were Sent, 2001 and 2002

Administrative Unit	2001 (Percent)	2002 (Percentage)
Computer Section	1 (1.16)	1 (0.57)
Customer Service	25 (29.07)	5 (2.87)
Enforcement Division	6 (6.98)	15 (8.62)
Fiscal Section	0 (0.0)	1 (0.57)
Fur and Refuge Division	0 (0.0)	2 (2.30)
Hunter Education	7 (8.14)	11 (6.32)
Information Section	4 (4.65)	6 (3.45)
Inland Fisheries	2 (2.33)	9 (5.17)
Licensing Section	18 (20.93)	75 (43.1)
Marine Fisheries	2 (2.33)	4 (2.30)
Office of Management and Finance	3 (3.49)	1 (0.57)
Natural Heritage	2 (2.33)	4 (2.30)
Personnel	0 (0.0)	1 (0.57)
Socioeconomic Research and Development	1 (1.16)	5 (2.87)
Wildlife Division	9 (10.47)	27 (15.52)
No Section Specified	6 (6.98)	5 (2.87)
TOTAL	86	174

Table 6. Types of Comments and Administrative Units to Which Internet Comments Were Sent, 2002

Administrative Units	Comment	Comment/ Complaint	Comment/ Request	Complaint	Complaint/ Request	Complaint/ Suggestion	Compliment	Compliment/ Request	Request	Request/ Suggestion	Suggestion
Computer Section	1
Customer Service	5	.	.
Enforcement Division	1	.	.	3	2	.	.	.	9	.	.
Fiscal Section	1	.	.
Fur and Refuge Division	.	.	.	1	3	.	.
Hunter Education	.	.	.	1	2	.	.	.	8	.	.
Information Section	6	.	.
Inland Fisheries	2	.	.	.	4	3	.
Licensing Section	1	1	.	4	12	3	1	.	45	2	6
Marine Fisheries	1	.	3	.	.
Office of Management and Finance	.	.	.	1
Natural Heritage	4	.	.
Personnel Section	.	.	.	1
Socioeconomic Research and Development	.	.	1	1	3	.	.
Wildlife Division	1	.	.	4	1	1	.	.	17	.	3
No Section Specified	3	2	.	.
TOTAL	7	1	1	15	19	4	2	1	110	5	9

attentiveness, clearness, satisfaction, knowledge, timeliness and neatness. The internet form questions designed to measure compliance with the minimum customer service standards are presented below (Box 5).

Box 5.

Survey Questions Pertaining to the Seven Elements of Minimum Customer Service

- Courtesy
 - "Service you received was courteous and respectful."
- Attentiveness
 - "The person you spoke to listened attentively to you regarding your question problem."
- Knowledge
 - "The person you spoke to was knowledgeable."
- Clearness
 - "The person you spoke with was easy to understand."
- Satisfaction
 - "Your question or problems were dealt with to your satisfaction."
- Timeliness
 - "Your questions or problems were dealt with in a timely manner."
- Neatness
 - "The appearance of the facility was neat and clean"

Each of these questions recorded a large number of non-responses (Table 7) either because the element did not apply or because the respondent neglected to provide an answer. Non-responses ranged from 117 for courtesy and 146 for neatness. The high number of non-responses likely stemmed from the fact that most internet respondents have a comment, request, or suggestion for which there is no specific service incident to which these elements apply. Nevertheless, the high non-response rate reduces the sample size and complicates statistical analysis to some degree. For those who believed that the element was pertinent (Table 8), the majority thought that the service satisfied customer standards for courtesy,

Table 7. Ratings of Internet Comments Regarding Minimum Customer Service Standards, 2002

Service Standard Question	2002 (Percent)			
	Yes	No	Somewhat	Does Not Apply/ No Response
Service you received was courteous and respectful.	35 (20.11)	13 (7.47)	9 (5.17)	117 (67.24)
The person you spoke to listened attentively to you regarding your question problem.	30 (17.24)	14 (8.05)	2 (1.72)	128 (73.58)
The person you spoke to was knowledgeable.	32 (18.39)	9 (5.17)	3 (1.72)	130 (74.71)
The person you spoke with was easy to understand.	39 (22.41)	4 (2.30)	2 (1.15)	129 (74.14)
Your question or problems were dealt with to your satisfaction.	18 (10.34)	30 (17.24)	5 (2.87)	121 (69.54)
Your questions or problems were dealt with in a timely manner.	24 (13.79)	21 (12.07)	4 (2.30)	125 (71.84)
The appearance of the facility was neat and clean	23 (13.22)	1 (0.57)	4 (2.30)	146 (83.91)

Table 8. Ratings of Internet Comments Regarding Minimum Customer Service Standards among Those Who Provided Responses, 2002

2002 (Percent)	Yes	No	Somewhat	Total
Service you received was courteous and respectful. (Non-Response Rate = 67.24%)	35 (61.40)	13 (22.81)	9 (15.79)	57
The person you spoke to listened attentively to you regarding your question problem. (Non-Response Rate = 73.58%)	30 (65.22)	14 (30.43)	2 (4.35)	46
The person you spoke to was knowledgeable. (Non-Response Rate = 74.71%)	32 (72.73)	9 (20.45)	3 (6.82)	44
The person you spoke with was easy to understand. (Non-Response Rate = 74.14%)	39 (86.67)	4 (8.89)	2 (4.44)	45
Your question or problems were dealt with to your satisfaction. (Non-Response Rate = 69.54)	18 (33.96)	30 (56.60)	5 (9.43)	53
Your questions or problems were dealt with in a timely manner. (Non-Response Rate = 71.84%)	24 (48.98)	21 (42.86)	4 (8.16)	49
The appearance of the facility was neat and clean. (Non-Response Rate = 83.91%)	23 (82.14)	1 (3.57)	4 (14.29)	28

attentiveness, knowledge, clearness, and neatness. Service received low marks for timeliness and satisfaction.

Overall Satisfaction

The Department received fairly good marks for overall satisfaction (Table 9). Across all internet respondents, a majority, 99 (56.90 percent), rated the Department's performance as good or excellent. When non-responses omitted, the percentage of good or excellent responses rises to 65.6 percent.

Problematically, 27.0 percent gave "unsure" answers or no answer at all. This suggests that a many respondents are opting out of this question. This can complicate the analysis because it complicates efforts to extend these results across the general population.

Comments with Merit

A program designed to follow up on internet responses encourages the identification of each comment as holding or lacking merit. This determination is made by the contact person within each administrative unit to which a comment is sent. Of the internet comments, 60.3 percent have merit. (As of this writing, 17 have not yet been reviewed for merit.)

Comparing 2001 to 2002

To examine difference in customer comment submission from year to year, the internet comment responses for selected questions were compared. This allows a determination of differences in area of residence, type of comment, administrative units to which comments are sent, and overall satisfaction.

There are no significant differences in area of residence between 2001 and 2002 when all internet respondents are included ($X^2_{(\alpha=0.05, df=8)} = 7.79$). When out-of-state residents and

Table 9. Over-All Satisfaction Ratings for the Louisiana Department of Wildlife and Fisheries from Internet Comments, 2001 and 2002

Rating	All Internet Responses		Excluding Unsure and No Response Alternatives	
	2001	2002	2001	2002
Excellent	32 (37.21)	52 (29.89)	32 (40.51)	52 (40.94)
Good	20 (23.26)	47 (27.01)	20 (25.32)	47 (37.01)
Fair	11 (12.79)	13 (7.47)	11 (13.92)	13 (10.23)
Poor	16 (18.60)	15 (8.62)	16 (20.25)	15 (11.81)
Unsure	6 (6.98)	24 (13.79)	-----	-----
No Response	1 (1.16)	23 (13.22)	-----	-----
Total	86	174	79	127

non-respondents are excluded, there remains no significant difference between this year and the previous one ($X^2_{(\alpha = 0.05, df = 6)} = 3.64$).

To compare the types of comments, the number of categories was reduced by eliminating complex or joint-designations. Responses previously given complex or joint-are counted twice, once for each category. For example, a complaint/request would be counted once as a complaint and once as a request. Doing this reduces the number of element categories and subsequently the degrees of freedom in a Chi-squared test in order to avoid the distortions posed by a large number of categories, some of which have few observations. Thus configured (Table 10), there are no significant differences in the type of comments received from 2001 to 2002 ($X^2_{(\alpha = 0.05, df = 4)} = 8.183$).

There were significant differences in administrative units to which sent ($X^2_{(\alpha = 0.05, df = 15)} = 54.41$). Compared to 2001, in 2002 a larger portion of internet comments were distributed to the Licensing Section (43.1 percent in 2002, 20.9 percent in 2001) and the Wildlife Division (15.5 percent in 2002, 10.5 percent in 2001).

There were also significant differences in overall satisfaction ($X^2_{(\alpha = 0.05, df = 5)} = 19.23$). This is the result of a large increase in the number of non-responses. When non-responses are omitted, the difference is not significant ($X^2_{(\alpha = 0.05, df = 4)} = 8.88$). The importance of the increase in non-responses is ambivalent without knowing more about the reasons for their not responding to the overall satisfaction question.

Customer Comment and Suggestion Cards

Customer comment and suggestion cards, available at various sites throughout the state, give respondents an additional opportunity to submit comments, complaints, and

Table 10. Comparison of Types of Comments Received from Internet Forms, 2001 and 2002

Type of Comment	Internet (Percent)	
	2001	2002
Comment	4 (4.40)	9 (4.39)
Complaint	17 (18.68)	39 (19.02)
Compliment	7 (7.69)	3 (1.46)
Request	58 (63.74)	136 (66.34)
Suggestion	5 (5.49)	18 (8.78)
Total	91	205

requests to the Department. Customer comment boxes are available at 20 sites managed by the Department.

Box 6

Customer Comment and Suggestion Card Box Locations

A. Baton Rouge Headquarters

Main Lobby

B. District Offices

(1) Minden (2) Monroe (3) Alexandria/Pineville (4) Ferriday (5) Lake Charles
(6) Opelousas (7) Baton Rouge Annex (8) New Orleans (9) Thibodaux

C. Marine Fisheries Facilities

(1) Bourg (2) Slidell

D. Inland Fisheries Facilities

(1) New Iberia (2) LaComb Fish Hatchery

E. Fur and Refuge Facilities

(1) Rockefeller Wildlife Refuge

F. Wildlife Facilities

(1) Dewey Hills Wildlife Management Area (WMA) (2) Sherburne WMA
(3) Woodworth Firing Range

G. Education Facilities

(1) Waddill WMA (2) Booker-Fowler Fish Hatchery

Customer comment cards encourage the submission of comments and suggestions and, if applicable, the location of the service incident (Appendix 2). Respondents are asked to provide, at their option, occupation, parish of residence, name, street address, telephone number, and electronic mail address. Respondents are asked to determine whether the service they received was consistent with each of the seven elements of the minimum customer service standards for courtesy, attentiveness, clearness, knowledge, satisfaction, timeliness, and cleanliness.

Space did not permit the inclusion of inquiries regarding outdoor recreational activities. Earlier editions of customer comment cards did not contain a question regarding overall satisfaction with the Department. This question was included on new editions of the card. Not all the cards submitted in 2002 contained the overall satisfaction question.

The Department received only 30 customer comment cards in 2002. This is the second year of decline from 47 in 2001 and 71 in 2000. Customer comment cards represented only 14.7 percent of all comments received in 2002 down from 35.3 percent in 2001.

Only five of the 20 customer comment and suggestion box locations throughout the state recorded any customer comment cards. Of the 30 comments, 17 came from the Headquarters Building and 8 from the New Orleans District Office.

Residence

Only one comment card came from a resident of a state other than Louisiana, Texas. Considering all cards (Table 11), the most common area of residence was the New Orleans area (27.3 percent) followed by Baton Rouge (14.2 percent). Omitting the out-of-state resident and four non-responses, one can compare the geographic distribution of comment card respondents to the state's population distribution, according to U.S. Census Bureau estimates. Metropolitan area populations were designated in units of 10,000 and compared to in-state comment card respondents. Following this procedure, there was no significant differences ($X^2_{(\alpha = 0.05, df = 6)} = 6.41$) between the Census population distribution and the distribution of comment card respondents.

Table 11. Comment Cards Received from Each Metropolitan Area, 2001 and 2002

Metropolitan Area	Comment Cards	
	2001 (Percentage)	2002 (Percentage)
Alexandria	7 (14.89)	3 (10.0)
Baton Rouge	8 (17.02)	6 (20.0)
Lafayette	5 (10.64)	3 (10.0)
Lake Charles	2 (4.26)	1 (3.33)
Monroe	0 (0.0)	0 (0.0)
New Orleans	15 (31.91)	12 (40.0)
Shreveport	1 (2.13)	0 (0.0)
Out of State	0 (0.0)	0 (0.0)
No Response	9 (19.15)	5 (16.67)
Total	47	30

Types of Comments

For customer comment cards (Table 12), the most common category was the comment. Simple comments and comment/complaints account for 43.3 percent of all comment cards. All categories of complaints accounted for 23.3 percent of all comment cards and compliments for 20 percent.

Administrative Units to Which Comments Are Sent

The most common administrative unit to which comment cards were sent (Table 13) was the Licensing Section (53.3 percent). Four were directed to the Wildlife Section. Three were sent to no particular section.

Types of Comments Sent to Various Administrative Units

All of the comments that were sent to no particular section were simple comments. Of the 14 comments sent to the Licensing Section, 4 were simple comments, 4 were suggestions, and 3 were complaints (Table 14).

Consistency with Minimum Customer Service Standards

For customer comment cards, there were low numbers of non-responses for each of the seven questions aimed at measuring the attainment of customer service standards (Table 15) for courtesy, attentiveness, clearness, knowledge, satisfaction, timeliness, and cleanliness. Non-responses ranged from 2 for courtesy to 5 for clearness. For each of these elements, respondents claimed that service was consistent with the minimum customer service expectations.

Overall satisfaction among comment card respondents can not be assessed. Only 7 respondents provided answers to this question. Of the 30 comment card respondents, only 16

Table 12. Types of Comments Received from Comment Cards, 2001 and 2002

Comment Type	Comment Cards (Percent)
Comment	11 (36.67)
Comment/Complaint	2 (6.67)
Comment/Request	0 (0.0)
Complaint	1 (3.33)
Complaint/Request	0 (0.0)
Complaint/Suggestion	4 (13.33)
Compliment	5 (16.67)
Compliment/Request	1 (3.33)
Request	1 (3.33)
Request/Suggestion	0 (0.0)
Suggestion	5 (16.67)
Total	30

Table 13. Administrative Units to Which Comment Cards Were Sent, 2001 and 2002

Administrative Unit	Comment Cards	
	2001 (Percent)	2002 (Percent)
Computer Section	0 (0.0)	0 (0.0)
Customer Service	1 (2.13)	1 (3.33)
Enforcement Division	1 (2.13)	2 (6.67)
Fiscal Section	0 (0.0)	0 (0.0)
Fur and Refuge Division	0 (0.0)	1 (3.33)
Hunter Education	12 (25.53)	0 (0.0)
Information Section	0 (0.0)	1 (3.33)
Inland Fisheries	1 (2.13)	1 (3.33)
Licensing Section	17 (36.17)	16 (53.33)
Marine Fisheries	1 (2.13)	0 (0.0)
Office of Management and Finance	1 (2.13)	0 (0.0)
Natural Heritage	0 (0.0)	1 (3.33)
Personnel	0 (0.0)	0 (0.0)
Socioeconomic Research and Development	0 (0.0)	0 (0.0)
Wildlife Division	2 (4.26)	4 (13.3)
No Section Specified	11 (23.40)	3 (10.0)
TOTAL	47	30

Table 14. Types of Comments and Administrative Units to Which Comment Cards Were Sent, 2002

Administrative Units	Comment	Comment/ Complaint	Comment/ Request	Complaint	Complaint/ Request	Complaint/ Suggestion	Compliment	Compliment/ Request	Compliment/ Suggestion	Request	Suggestion
Computer Section
Customer Service	1
Enforcement Division	1	1
Fiscal Section
Fur and Refuge Division	1
Hunter Education
Information Section	1
Inland Fisheries	1
Licensing Section	4	1	.	1	.	1	3	.	1	1	4
Marine Fisheries
Office of Management and Finance	1
Natural Heritage
Personnel Section
Socioeconomic Research and Development
Wildlife Division	1	1	.	.	.	2
No Section Specified	3
TOTAL	11	2	.	1	.	4	5	.	1	1	5

Table 15. Ratings of Comments Cards Responses Regarding Minimum Customer Service Standards, 2002

Service Standard Question	2002 (Percent)			
	Yes	No	Somewhat	Does Not Apply/ No Response
Service you received was courteous and respectful.	22 (73.3)	3 (10.0)	3 (10.0)	2 (6.7)
The person you spoke to listened attentively to you regarding your question problem.	21 (70.0)	3 (10.0)	4 (13.3)	2 (6.7)
The person you spoke to was knowledgeable.	24 (80.0)	2 (6.7)	0 (0.0)	4 (13.3)
The person you spoke with was easy to understand.	24 (80.0)	1 (3.3)	0 (0.0)	5 (16.7)
Your question or problems were dealt with to your satisfaction.	19 (63.3)	6 (20.0)	1 (3.3)	4 (13.3)
Your questions or problems were dealt with in a timely manner.	19 (63.3)	3 (10.0)	4 (13.3)	4 (13.3)
The appearance of the facility was neat and clean	21 (70.0)	1 (3.3)	4 (13.3)	4 (13.3)

requested a personal response. Only 50 percent of all comment cards were considered to have merit.

Comparing Customer Comment and Suggestion Cards: 2001 and 2002

The profile of customer comment and suggestion card respondents did not differ markedly between 2001 and 2002. There were no statistically significant differences for type of comment ($X^2_{(\alpha = 0.05, df = 4)} = 2.59$) (Table 16), area of residence ($X^2_{(\alpha = 0.05, df = 8)} = 1.52$), or administrative units sent ($X^2_{(\alpha = 0.05, df = 15)} = 19.81$).

Comparing Internet Comments and Comment Cards: 2002

There were significant differences between internet comment respondents and comment card respondents in locations sent, types of comments, area of residence, and consistency with the elements of the minimum customer service standards.

Comparing internet comments and comment cards reveal significant differences in the administrative units to which comments were sent ($X^2_{(\alpha = 0.05, df = 15)} = 40.32$). A larger portion of comment cards was sent to the Licensing Section and a smaller portion to the Hunter Education Program.

A difference is also noted in the types of comments ($X^2_{(\alpha = 0.05, df = 4)} = 73.01$.) Comment cards contained a portion of comments, complaints, and suggestions. Proportionally more requests were submitted as internet comments.

There were also differences in the area of residence ($X^2_{(\alpha = 0.05, df = 8)} = 44.3$). A larger portion of comment cards came from the New Orleans area and a larger portion had no response. A larger portion of internet comments came from out-of-state residents. Once non-responses and out-of-state residents were omitted, there was no statistically significant

Table 16. Comparison of Types of Comments Received from Comment Cards, 2001 and 2002

Comment Type	Comment Cards (Percent)	
	2001	2002
Comment	15 (28.30)	13 (35.1)
Complaint	7 (13.21)	7 (18.9)
Compliment	7 (13.21)	6 (16.2)
Request	4 (7.55)	1 (2.70)
Suggestion	20 (37.74)	10 (27.03)
Total	53	37

difference between the comment cards and internet comment card respondents ($X^2_{(\alpha = 0.05, df = 6)} = 6.61$).

Including non-responses, there were statistically significant differences in the perceived attainment of the seven elements of the minimum customer service standards. Chi-squared statistics reveal differences between internet comment and comment card respondents for courtesy ($X^2_{(\alpha = 0.05, df = 3)} = 43.3$), attentiveness ($X^2_{(\alpha = 0.05, df = 3)} = 59.5$), knowledge ($X^2_{(\alpha = 0.05, df = 3)} = 50.7$), clearness ($X^2_{(\alpha = 0.05, df = 3)} = 40.8$), satisfaction with service ($X^2_{(\alpha = 0.05, df = 3)} = 52.9$) as well as timeliness ($X^2_{(\alpha = 0.05, df = 3)} = 51.7$) and neatness ($X^2_{(\alpha = 0.05, df = 3)} = 65.5$). The differences were largely attributable to the substantially larger portion of non-responses among internet comment responses.

Eliminating non-responses from both samples removes many of the differences. Chi-squared statistics indicate no statistical differences, once non-responses are omitted, for courtesy ($X^2_{(\alpha = 0.05, df = 2)} = 2.63$), attentiveness ($X^2_{(\alpha = 0.05, df = 2)} = 5.31$), knowledge ($X^2_{(\alpha = 0.05, df = 2)} = 4.25$), clearness ($X^2_{(\alpha = 0.05, df = 2)} = 1.80$), and neatness ($X^2_{(\alpha = 0.05, df = 2)} = 0.02$). Even after non-responses are removed there are statistically significant differences for satisfaction ($X^2_{(\alpha = 0.05, df = 2)} = 10.7$) and timeliness ($X^2_{(\alpha = 0.05, df = 2)} = 7.76$). For both of these elements, the internet comments contained a larger portion of respondents who did not think these elements were met.

Combining Internet Comments and Comment Cards: Total Comments

To obtain a view of the content and nature of customer comments overall, one can combine the internet comments and comment cards to find a summation of total comments. When this is done, one finds statistically significant differences for the total comments results from 2001 to 2002. There were statistically significant differences for all comments

combined for comment types ($X^2_{(\alpha = 0.05, df = 4)} = 12.6$) (Table 18) and administrative units to which the comments were sent ($X^2_{(\alpha = 0.05, df = 15)} = 61.7$) (Table 19). Including out-of-state residents and non-respondents, there was no statistical difference between the total comments for 2001 and 2002 in the area of residence ($X^2_{(\alpha = 0.05, df = 8)} = 2.92$) (Table 17). There was no difference once out-of-state residents and non-responses were omitted ($X^2_{(\alpha = 0.05, df = 6)} = 2.15$).

Combining internet comments and comment cards is complicated by statistical and methodological differences between the two samples. Previous examination of the two samples revealed differences in locations sent, comment types, and attainment of minimum customer service standards. Combining the two into one combined sample is complicated by these differences.

The questionnaire format is different for each sample as well. Several questions included on the internet comment card are absent on the comment card. The effect of these differences may be significant.

Finally the nature of the internet comment cards and comment cards are very different. They are likely drawn from two different populations and are taken under different conditions. These differences make the combination of the two samples into one methodologically and conceptually difficult. Combining the two samples is a mathematical procedure with questionable statistical validity. The totals are interesting to note but difficult to interpret.

National Hunting and Fishing Day Survey, 2001

Every September, on the fourth Saturday of the month, the Department participates in events connected with the National Hunting and Fishing Day, an occasion for promoting

Table 17. Total Comments Received from Each Metropolitan Area, 2001 and 2002

Metropolitan Area	Total Comments	Percentage of Total Comments
Alexandria	19	9.32
Baton Rouge	31	15.20
Lafayette	22	10.78
Lake Charles	13	6.37
Monroe	9	4.41
New Orleans	56	27.45
Shreveport	13	6.37
Out of State	28	13.73
No Response	13	6.37
Total	204	

Table 18. Types of Comments Received, Total Comments, 2002

Comment Type	Total (Percent)
Comment	18 (8.82)
Comment/Complaint	3 (1.47)
Comment/Request	1 (0.49)
Complaint	16 (7.84)
Complaint/Request	19 (9.31)
Complaint/Suggestion	6 (2.94)
Compliment	7 (3.43)
Compliment/Request	2 (0.98)
Request	111 (54.4)
Request/Suggestion	5 (2.45)
Suggestion	14 (6.86)
Total	204

**Table 19. Administrative Units to Which Total Comments Were Sent,
2001 and 2002**

Administrative Units	Total	
	2001 (Percent)	2002 (Percent)
Computer Section	1 (0.75)	1 (0.49)
Customer Service	26 (19.55)	6 (2.94)
Enforcement Division	7 (5.26)	17 (8.33)
Fiscal Section	0 (0.0)	1 (0.49)
Fur and Refuge Division	0 (0.0)	5 (2.45)
Hunter Education	19 (14.59)	11 (5.39)
Information Section	4 (3.01)	7 (3.43)
Inland Fisheries	3 (2.26)	10 (4.90)
Licensing Section	35 (26.32)	91 (44.61)
Marine Fisheries	3 (2.26)	4 (1.96)
Office of Management and Finance	4 (3.01)	1 (0.49)
Natural Heritage	2 (1.50)	5 (2.45)
Personnel	0 (0.0)	1 (0.49)
Socioeconomic Research and Development	1 (0.75)	5 (2.45)
Wildlife Division	11 (8.27)	31 (15.20)
No Section Specified	17 (12.78)	8 (3.92)
TOTAL	133	204

wildlife-related recreation across the United States. Customer Service Program participants have participated in recent events held at the Bodcau Wildlife Management Area near Minden (2000), the Monroe Wildlife Management Area (2001), and the Waddill Wildlife Refuge Area in Baton Rouge (1999 and 2002).

On September 22, 2001, the Department's National Hunting and Fishing Day event at the Monroe Wildlife Management Area featured a survey administered to those members of the public who attended. The questionnaire (Appendix 3) included questions regarding age, gender, residence, outdoor recreation, perceived obstructions to participation, internet use, and the rating of the Department. The Department collected 138 surveys on this occasion.

Respondents were mostly male (80 percent). Over one-quarter (26.3 percent) were between 25 and 34 years old and 37.6 percent were between 35 and 44 years old (Table 20). The National Hunting and Fishing Day event in Monroe drew a primarily local audience. Over 85 percent resided in four northern Louisiana parishes: Ouachita, Union, Morehouse, and Richland (Table 21).

Most respondents (70 percent) had internet access. Only 37 percent had visited the Department's web site.

A plurality had heard about the 2001 event in Monroe on television or radio or in newspaper (46.5 percent) (Table 22). Over one-quarter had heard about it from friends or family. The respondents had attended, on average, 3.8 National Hunting and Fishing Day events prior to that of 2001.

The average number of days spent participating in wildlife-related recreation was 69.3 days per year. The most commonly cited obstacle (Table 23) to increased participation in such activities was a lack of time (74.4 percent). A lack of money (19.2 percent) and a

Table 20. Age Distribution of Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Range	Frequency	Percentage
Younger than 16	6	4.5
16 to 24	6	4.5
25 to 34	35	26.3
35 to 44	50	37.6
45 to 54	25	18.8
55 to 64	8	6
Older than 64	3	2.3

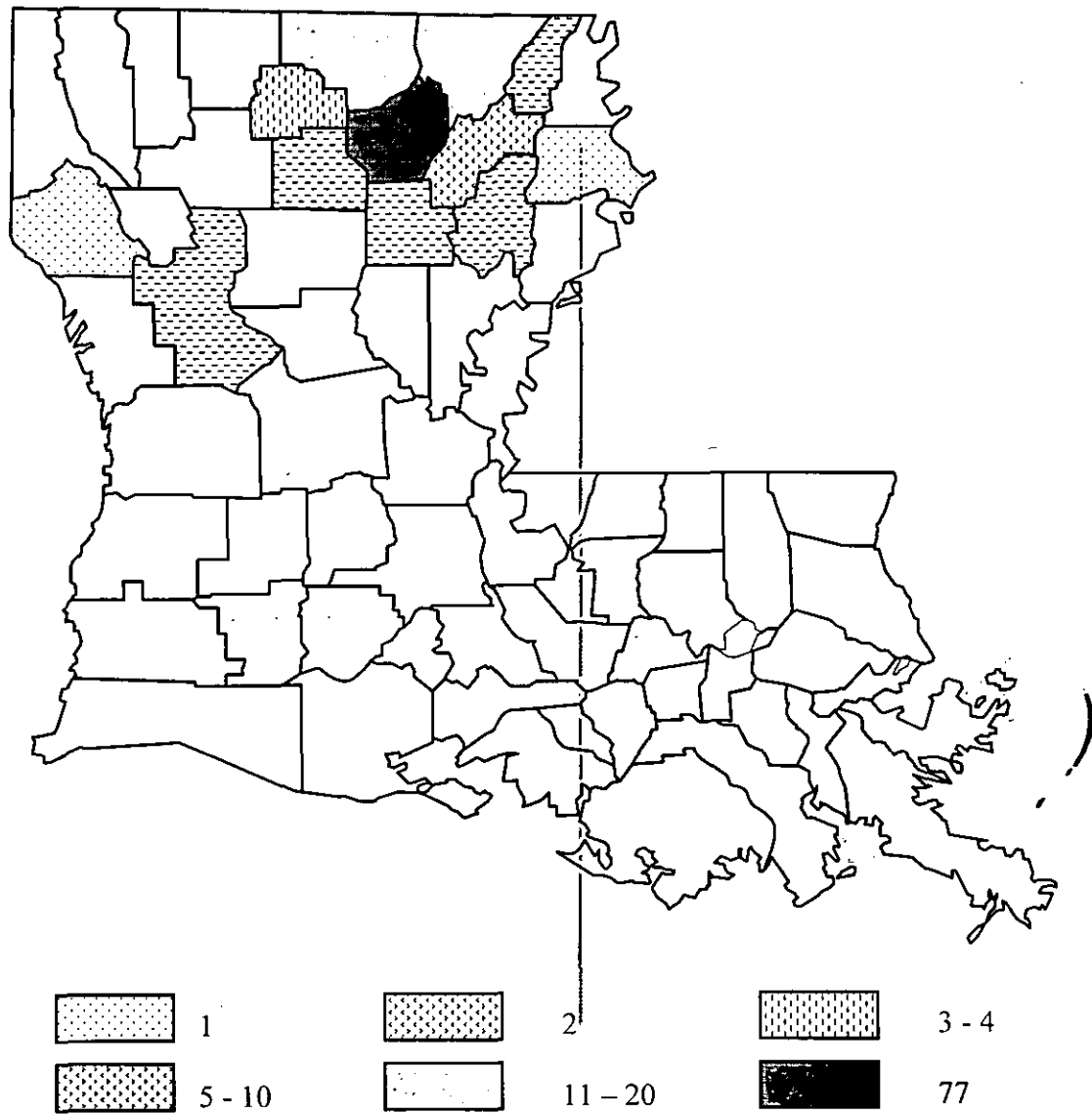
Table 21. Geographical Distribution of Respondents at Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Parish	Frequency (Percent)	Parish	Frequency (Percent)
Morehouse	15 (11.3)	Richland	7 (5.3)
Ouachita	77 (57.9)	Union	17 (12.8)
All Others	16 (12.0)		
Not Identified as Louisiana Residents			
Florida	1 (0.8)		

Table 22. Sources of Information, How Respondents Learned about the Department's National Hunting and Fishing Day Event in Monroe, Louisiana, 2001

Source of Information	Frequency	Percentage
Radio, Television, Newspaper	59	46.5
Friend or Family	34	26.8
Road Sign	13	10.2
Work, School, or Word of Mouth	12	9.4
Other Advertisements	5	3.9
Clubs or Scouts	4	3.1
Department of Wildlife and Fisheries Employee or Function	4	3.1
Annual National Hunting and Fishing Day Attendance	3	2.4
Retail Store	1	0.8

**Figure 4. Geographical Distribution of National Hunting and Fishing Day Respondents:
Parishes of Residence**



shortage of places to hunt or fish (20.8 percent) were other commonly cited obstacles to participation.

The most common activities in which attendees participated (Table 24) were hunting (92 percent) and fishing (91.3 percent). Significant numbers boated (50 percent) or camped (47.1 percent).

Most respondents (97 percent) thought the Department was fulfilling its mission to manage wildlife resources (Table 25). The over-all rating of the Department among attendees was strongly positive (Table 26). Of the respondents, 54.7 percent graded the Department excellent and 41.6 percent good. No respondents thought the Department was doing a poor job and none were unsure about its performance. An upward bias may be present among respondents who may have been favorably impressed by the event at which the survey was administered and thus favorably disposed in their opinion of the Department.

Open Ended Questions

The 2001 National Hunting and Fishing Day questionnaire contained three open-ended questions soliciting general comments (back of the questionnaire) and suggestions to help the Department better fulfill its mission (question 7) and improve its service to the respondent personally (question 8). There were 46 comments for question 7, 23 comments for question 8, and 8 comments on the back of the questionnaire.

Comments were placed in eight topical categories: enforcement; regulation; wildlife management areas and access to wildlife recreation; deer hunting; duck hunting; turkey hunting; fishing and boating; and public relations, information, and education. Comments that did not address these topics were categorized as general comments or miscellaneous. Categories were not mutually exclusive; one comment could fit in multiple categories.

Table 23. Obstacles to Participation in Outdoor Recreational Activity Cited by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Reason	Frequency	Percent
Not Enough Money	24	19.2
Not Enough Time	93	74.4
Not Enough Interest	3	2.4
Length of Seasons	11	8.8
Need More Good Places to Hunt/Fish	26	20.8
Other	1	0.8

Table 24. Participation in Selected Outdoor Recreational Activities By Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Activity	Observations	Percent
Hunting	127	92.0
Fishing	126	91.3
Wildlife Watching (including Birds)	34	24.6
Feeding Wildlife (including Birds)	38	27.5
Wildlife Photography	19	13.8
Visiting Parks and Natural Areas	48	34.8
Camping	65	47.1
Hiking	20	14.5
Boating	69	50.0
Other	1	0.7
None	1	0.7

Table 25. "Do You Feel the Department is Adequately Fulfilling Its Mission": Answers Provided By Responses at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Answer	Frequency	Percent
Yes	130	97.3
No	3	2.3

Table 26. Over-All Rating of the Louisiana Department of Wildlife and Fisheries Provided by Respondents at the Department's National Hunting and Fishing Day Event, Monroe, Louisiana, 2001

Rating	Frequency	Percent
Excellent	75	54.7
Good	57	41.6
Fair	5	3.6
Poor	0	0.0
Unsure	0	0.0

Question 7. What can the Department Do in the Future to Better Fulfill Its Mission?

Of the open-ended questions, this question solicited the most responses. One-third of all respondents (46) provided written comments for this question.

Enforcement was the single category with the most responses (10). All ten called for additional agents or enforcement effort.

The regulation category had eight responses. Five of these called for additional employees for the Louisiana Department of Wildlife and Fisheries. Two called for various deer hunting regulations and two for Wildlife Management Area regulation revisions.

Wildlife Management Areas and access to wildlife recreation saw nine responses. All but one of these called for additional access to hunting areas. Two comments suggested revisions to rules and regulations.

Deer hunting was the subject of five comments. Most regarded season length. Duck hunting (3) and turkey hunting (2) were also addressed.

There were two comments in the management category. Similarly, there were only two comments regarding fishing and boating. One of these asked for fishing licenses that were valid for one year from the date of purchase and one called for removing carp from Caney Lake.

The public relations, information and education category received four comments. The majority of these urged the expansion of youth wildlife education efforts.

The Department received eight general comments, all complimentary. One miscellaneous comment opined that keeping the animals in cages was undesirable.

Question 8. How Can the Department Improve Its Services to You Personally?

This question received 23 written comments, one-sixth of all survey respondents. This is exactly half the number that provided written comments for question 7.

Four comments called for additional enforcement effort.

Four comments in the public relations, information, and education category called for heightened youth education efforts. One called for notification of the Department's activities through mass media.

The Wildlife Management Area and access to wildlife recreation category recorded seven comments. One suggested more check-in and check-out stations. One suggested the establishment of a shooting range (and a new office) near Shreveport. Another called for more consistent hunting hours at the Russell Sage Wildlife Management Area.

The regulation category drew two comments: one request for a license for "all game and hunts" and one petition for a new substation near Highway 34 and Highway 3033. The Department received four compliments in the general comments category and two miscellaneous comments.

General Comments

Only eight respondents provided written answers in the general comment area on the back of the questionnaires. More than one-half of these were in the general comment category compliments (3) or miscellaneous comments (2). There was one comment each for the enforcement category, the wildlife management areas and access to wildlife recreation category, and the regulation category.

Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition

On August 24 – 25, 2002, the Department of Wildlife and Fisheries participated in the Lamar Dixon Sportsman's Paradise Hunting, Fishing and Outdoor Exposition, a two-day event drawing many public and private exhibitors and thousands of attendees. The Customer Service Program, in conjunction with the Human Resources Section, administered a survey to attendees who passed through the Department's Exhibition. The Department collected 675 surveys, 414 on Saturday, August 24, and 261 on Sunday, August 25.

The 2002 Sportsman's Paradise Hunting, Fishing, and Outdoor Expo Survey (Appendix 4) asked respondents questions regarding age, gender, and residence. Respondents were asked about wildlife-related recreational activities, including their attendance at the Lamar Dixon Expo as well as the National Hunting and Fishing Day events. Respondents were also asked to rate the Department of Wildlife and Fisheries and to identify any opinions they may have about its policies or activities.

The Expo was advertised in a variety of media. The most common means of hearing about the Expo (Table 27) was television (41.6 percent), followed by radio (24.3 percent). Newspapers were the sources of information for 5.6 percent. One magazine, *The Louisiana Sportsman*, was cited by 5.8 percent of survey respondents. Family (4.9 percent) and friends (9.3 percent) were other common sources of information about the Expo. Very few of the attendees had heard of (1.6 percent) or attended (1.6 percent) the Department's National Hunting and Fishing Day events.

The respondents were mostly men (80.7 percent). The most commonly cited age ranges (Table 28) were 25 to 34 (27.3 percent); 35 to 44 (26.5 percent); and 45 to 54 (22.7 percent). Respondents were identified by ZIP code as residing in 343 parishes (Figure 4)

Table 27. Sources of Information, How Respondents Learned about the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002

Source of Information	Frequency	Percentage
Radio	164	24.3
Television	281	41.63
Newspaper	38	5.63
Louisiana Sportsman	39	5.78
Other magazine	11	1.63
Friend	63	9.33
Family	33	4.89
Club or Organization	5	0.74

Table 28. Age Distribution of Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002

Range	Frequency	Percentage
Younger than 16	15	2.2
16 to 24	76	11.3
25 to 34	184	27.3
35 to 44	179	26.5
45 to 54	153	22.7
55 to 64	47	7.0
Older than 64	14	2.1

throughout Louisiana as well as Texas and Mississippi (Table 29). More than half of the respondents resided in Ascension Parish (which contains Gonzales, the location of the Expo) and East Baton Rouge Parish, a nearby highly populated parish. Livingston Parish was the place of residence for 15 percent of the respondents. Only 9 respondents resided in nearby, heavily populated metropolitan New Orleans, Orleans and Jefferson parishes.

Most respondents (Table 30) hunted (81.2 percent), fished (93.9 percent), or boated (64.3 percent). Large portions camped (48.4 percent) or visited public parks or natural areas (32.4 percent).

The average number of days of participation in wildlife-related recreation was 86.1 days. Nearly 39 percent (38.9 percent) recreated between 20 and 60 days, 14.7 percent between 60 and 100 days, and 15.7 percent between 100 and 140 days. Most cited obstacles to participating in more wildlife-related activities (Table 31), including a lack of time (68.2 percent), money (26.8 percent), and places to hunt or fish (27.3 percent).

Most of the respondents (85.3 percent) thought the Department was adequately fulfilling its mission to manage and conserve the state's wildlife resources (Table 32). Of the respondents, 9.2 percent did not know if the Department was doing its job and 3.9 percent believed that it was not.

The over-all ratings of the Department (Table 33) were strongly positive as well. Of the Lamar Dixon Exposition respondents, 36.0 percent graded the Department as excellent and 54.1 percent graded it as good. Respondents may have provided opinions that were biased, positively influenced by the Expo itself.

There was a significant difference in the over-all ratings provided by the 2001 National Hunting and Fishing Day Sample and the Lamar Dixon Exposition sample ($X^2_{(1)} =$

Table 29. Geographical Distribution of Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002

Parish	Frequency (Percentage)	Parish	Frequency (Parish)
Ascension	161 (25.9)	Plaquemine	1 (0.16)
Assumption	10 (1.61)	Pointe Coupee	6 (0.97)
Avoyelles	5 (0.81)	Rapides	1 (0.16)
Beauregard	2 (0.32)	Saint Helena	2 (0.32)
Calcasieu	2 (0.32)	Saint James	9 (1.4)
Claiborne	1 (0.16)	Saint John the Baptist	2 (0.32)
East Baton Rouge	201 (32.4)	Saint Landry	4 (0.64)
East Feliciana	8 (1.3)	Saint Martin	1 (0.16)
Franklin	1 (0.16)	Saint Mary	10 (1.6)
Iberia	11 (1.8)	Saint Tammany	1 (0.16)
Iberville	5 (0.81)	Tangipahoa	14 (2.3)
Jefferson	7 (1.13)	Terrebonne	4 (0.64)
Jefferson Davis	1 (0.16)	Vermilion	1 (0.16)
Lafayette	6 (0.97)	Washington	3 (0.48)
Lafourche	17 (2.74)	West Baton Rouge	20 (3.2)
Lincoln	1 (0.16)	West Feliciana	2 (0.32)
Livingston	93 (15.0)	Unidentified Louisiana Parish	6 (0.97)
Orleans	2 (0.32)		
Not Identified as Louisiana Residents			
Mississippi	9 (1.3)	No ZIP Code	44 (6.5)
Texas	1 (0.16)		

**Figure 5. Geographical Distribution of Lamar Dixon Respondents:
Parishes of Residence**

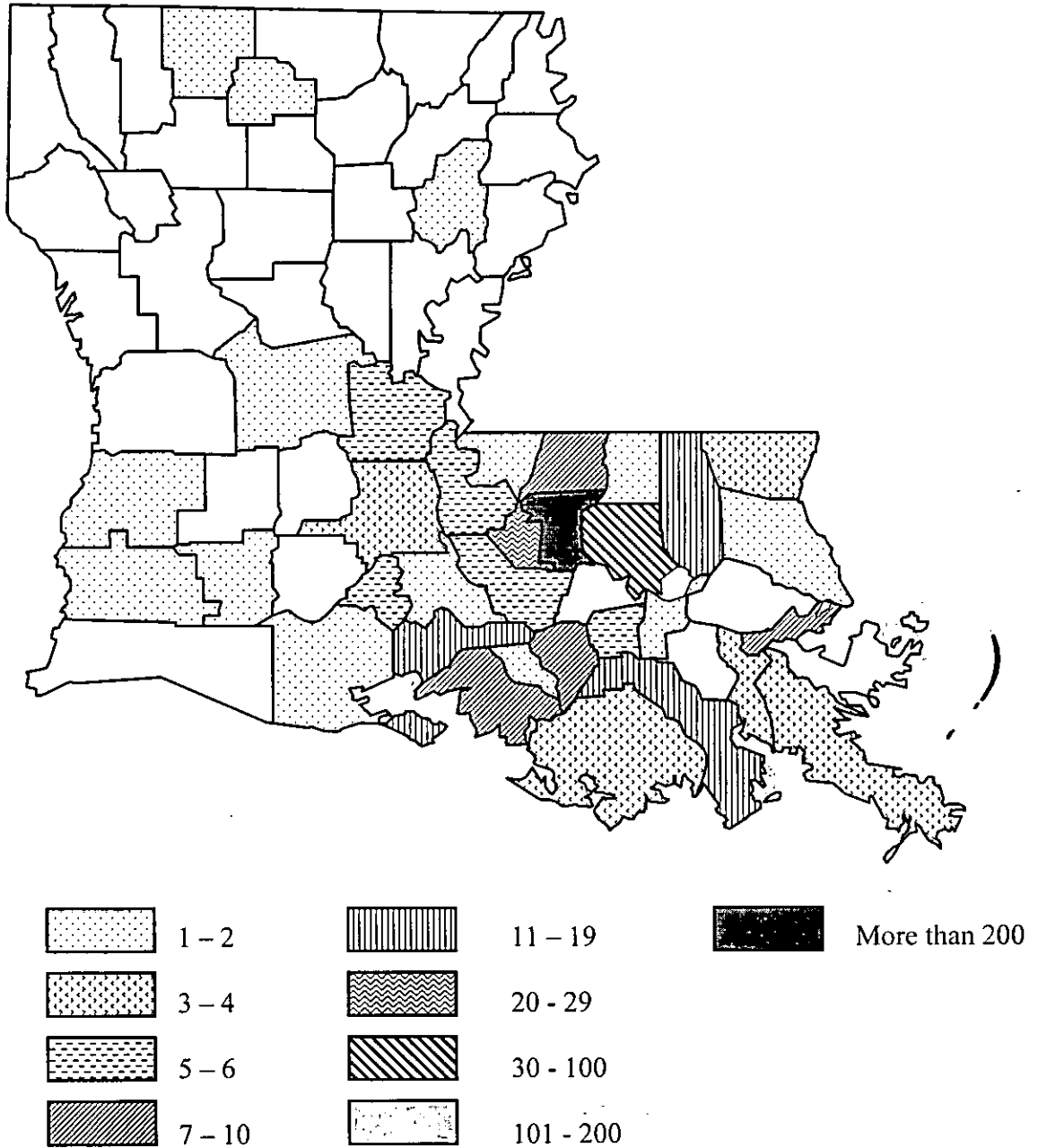


Table 30. Participation in Selected Outdoor Recreational Activities By Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002

Activity	Observations	Percent
Hunting	548	81.19
Fishing	634	93.9
Wildlife Watching (including Birds)	179	26.5
Feeding Wildlife (including Birds)	184	27.3
Wildlife Photography	114	16.9
Visiting Parks and Natural Areas	219	32.4
Camping	327	48.4
Hiking	142	21.0
Boating	434	64.3
Other	24	3.56
None	3	0.44
No Response	2	0.30

Table 31. Obstacles to Participation in Outdoor Recreational Activity Cited by Respondents at the Lamar Dixon Sportsman's Paradise Expo, Gonzales, Louisiana, 2002

Reason	Frequency	Percent
Not Enough Money	181	26.8
Not Enough Time	460	68.2
Not Enough Interest	4	0.59
Length of Seasons	92	13.6
Need More Good Places to Hunt/Fish	184	27.3
Other	82	12.2
No Response	41	6.1

**Table 32. "Do You Feel the Department is Adequately Fulfilling Its Mission":
Answers Provided By Respondents at the Lamar Dixon Sportsman's
Paradise Expo, Gonzales, Louisiana, 2002**

Answer	Frequency	Percent
Yes	576	85.3
No	26	3.9
I Do Not Know	62	9.2
No Response	11	1.6

**Table 33. Over-All Rating of the Louisiana Department of Wildlife and
Fisheries Provided by Respondents at the Lamar Dixon Sportsman's
Paradise Expo, Gonzales, Louisiana, 2002**

Rating	Frequency	Percent
Excellent	243	36.0
Good	365	54.1
Fair	41	6.07
Poor	10	1.48
Unsure	10	1.48
No Answer	6	0.89

0.05, $df = 4$) = 18.7). Compared to the 2001 National Hunting and Fishing Day sample, the Lamar Dixon Exposition sample had a lower percentage of "excellent" ratings and a higher percentage of "good" ratings.

Open Ended Questions

The questionnaire used at the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition included three open-ended questions. One (question 9) asked what the Department could do to improve the level of its service to the general public and a second (question 10) asked the individual how the Department might better serve him or her personally. A third opportunity for open-ended responses was available on the back of the questionnaire. In this section, the respondent could provide any type of a comment that he or she wished on a series of blank lines running the length of the page. There were 276 respondents for question 9, 191 respondents for question 10, and 20 respondents for the open comment area on the back of the questionnaire.

Comments provided for each of the questions were categorized according to topic. Six categories pertained to Department function: enforcement, licensing and regulation, wildlife management areas and public access to wildlife recreation, deer hunting, duck hunting, and fishing and boating. Two categories related to the Department's interaction with the citizenry: outreach (public relations, information, and education) and availability (public input). Comments regarding the Department's planning, priorities, and operation were placed in the management and policy category. The remaining comments were put in the general comment or miscellaneous categories. A single comment could be placed within multiple categories.

Question 9. What can the Department Do to Better Fulfill Its Mission?

More respondents answered this question regarding the Department's service to the general public than any of the other open-ended questions. Of the 675 respondents to this survey, 276 (40.9 percent) provided a written response to this question.

More comments related to enforcement than any other single category. Of those who provided an answer to question 9, 62 (22.5 percent) provided an enforcement-related response. Of these, all except five called for an increase in enforcement efforts, hiring additional agents or stricter enforcement of wildlife laws; thus, 21.01 percent of all respondents to question 9 called for more ardent prosecution of policing efforts.

Of the enforcement-related responses that did not related to an increase in effort and prosecution, two complained of the conduct of officers and three called for a shift in priorities away from ticket issuance and policing "weekend partiers."

The wildlife management area and public access to wildlife recreation category received 57 comments (20.7 percent). Most of these comments requested improved access to hunting and fishing grounds. Thirty related specifically to the Department's Wildlife Management Areas. Two focused on handicapped access and two to the White Lake controversy.

Licensing and regulation were the topics of 23 comments. These pertained to licensing pricing and purchasing, waterway management, limits, sizes, and seasons. A number of comments related specifically to deer hunting (13) or duck hunting (5).

The category for fishing and hunting received 18 comments. Of these, four related specifically to boating regulation and access. Two related to invasive aquatic plant management.

A diverse category for comments relating to public relations, information, and education reported 41 responses. Of these most called for an increase in advertising or public notification about Department activities and facilities. Many (16) called for more education and training, particularly of youth. Others called for improvements in the web site (2) or programs promoting urban wildlife or wildlife gardening (2).

Four comments fall in a category labeled public input. These advocated increased citizen involvement in Department decision-making.

Fourteen comments related to management and policy. These ranged from general requests to protect the environment (2) to the need for increased staffing and funding (4) to the need for improved biological research and management (2). Five comments were critical of Department leadership, especially in regards to the White Lake issue.

The Department did receive a number of compliments in a category called general comments. Thirty-seven respondents indicated that they thought the Department was doing a fine job. An additional 21 responses that were difficult to classify were placed in the miscellaneous category. These included comments about water clean-up days, saltwater intrusion, and zoning among other topics.

Question 10. How Can the Department Improve Its Services to You Personally?

Compared to question 9, fewer respondents provided responses to this question that asks how the Department might better serve the individual respondent. Only 191 respondents (28.3 percent) answered this question. The nature of many of the comments to question 10 resembled that of question 9, but a different pattern emerged. Enforcement received a high level of attention among those suggestion means of improving service, but a larger portion of respondents suggested improving public relations and communications.

The category, public relations, information, and education, contained 47 responses (24.6 percent of all question 10 respondents). Most of these called for increased outreach through the mass media, internet, and public events. Seven cited the need for more education and training.

Four comments fell in the related category of public input. Three of these requested more public meetings with citizen involvement.

The category relating to enforcement had 29 comments. As with question 9, all, except for five of these, called for increased enforcement effort.

Thirty comments related to regulation and licenses. These addressed limits, length of seasons, and the cost and availability of licenses. Several comments pertained to the six-point buck regulations.

Wildlife management areas and public access to wildlife recreation were the subject of 30 comments. The majority called for improved access to land (15) or water resources (4). Others called for handicap facilities and the use of airboats on wildlife management areas. Hunting for deer (7) and ducks (6) was another common topic. Most related to seasons and limits.

The category, fishing and boating, contained 14 comments, many calling for boat ramps and more education. Two called for improved fish stocking plans.

Question 10 garnered 35 general comments, most complimenting the Department in general. Thirteen additional responses were categorized as miscellaneous comments.

General: Please use the space below to add any further comment you may have:

Twenty responses were written on the back of the questionnaire in a general open-ended question asking the respondent for any additional comments he or she may have.

These related to enforcement, regulations, wildlife management areas, hunting, information, education, management, and general comments.

Conclusion

The Louisiana Department of Wildlife and Fisheries has seen an increase in contacts with members of the public regarding customer service. The total number of customers responding to continuing customer service survey efforts has increased from 138 to 204. This increase is the result of a doubling in the number of internet comments. Customer comment and suggestion cards have decreased from 47 to 30.

In addition to the continuing efforts, the Department administered customer service surveys on two special occasions, up from one in 2001. The Department collected over 800 surveys from attendees at the National Hunting and Fishing Day event in Monroe and the Lamar Dixon Sportsman's Paradise Hunting and Fishing Expo in Gonzales.

The methods used in the Department's data collection efforts do not ensure a truly random or accurate sample of residents of the state. The survey results do portray a picture of those people attending special events or seeking requests or transmitting compliments or complaints through the Departments web site.

Based on the internet comments and comment cards, the Department appears to be maintaining high marks for its performance. There has been an increase in the number of non-responses to the evaluation question. This may signify a rise in reluctance to answer, a rise in ambivalence toward the Department, or a simple unwillingness to answer the question.

According to internet comments, the lowest ratings for the Department come in relation to timeliness and satisfaction with service on specific occasions. For these and other elements of minimum customer service standards, however, an accurate assessment is made

difficult by the high number of non-responses in the internet comments and the low number of responses in the comment cards surveys.

The Louisiana Department of Wildlife and Fisheries Customer Service Program is committed to improving the quality of customer service offered by the agency. To do this, it will continue to support its employees and train them in more efficient and effective handling of customers' needs.

Appendices.

Appendix 1.

**Louisiana Department of Wildlife and Fisheries
Internet Customer Service Comment and Suggestion Card**

**CUSTOMER SERVICE COMMENT
SUGGESTION CARD****Required information:**

1. What type of service or activity were you seeking from the Department of Wildlife and

Fisheries? (Please be specific)

2. What was the location of the office or activity you visited (city/place)?

3. If you reside in Louisiana, please let us know what area of the state (parish) you live in.

select one

4. Tell us which activities you participate in (please check all that apply):

- ☐ Hunting
- ☐ Fishing
- ☐ Boating
- ☐ Watching Wildlife (inc. birds)
- ☐ Feeding Wildlife (inc. birds)
- ☐ Wildlife Photography
- ☐ Visit Public Parks or Nature Areas
- ☐ Camping
- ☐ Hiking
- ☐ None of these
- ☐ Other (please specify below)

5. Please indicate your overall satisfaction level with the Department of Wildlife and Fisheries:
(check one)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Unsure

Country:

Postal

(Zip) Code:

E-mail:

Phone #:

☐ Check here if you would like a personal response to your comments.

Appendix 2.

**Louisiana Department of Wildlife and Fisheries
Customer Service Comment and Suggestion Card**

LDWF Comment / Suggestion Card

1. What type of service or activity were you seeking from the Department of Wildlife and Fisheries? (Please be specific) _____

2. Where was the location of the office or activity you visited (city / place)?

3. So that we may get to know our customers better, please tell us your primary occupation.

4. In which parish do you live? _____
5. Please indicate your overall satisfaction level with the Department of Wildlife and Fisheries?
(Circle One) Excellent Good Fair Poor N/A

6. For each statement that applies to your situation, please circle the best response:

a) The treatment you received was courteous and respectful.	Yes	No	Somewhat
b) The person you spoke with listened attentively to you regarding your request / problem.	Yes	No	Somewhat
c) The person you spoke with was knowledgeable.	Yes	No	Somewhat
d) The person you spoke with was easy to understand.	Yes	No	Somewhat
e) Your questions or problems were dealt with to your satisfaction.	Yes	No	Somewhat
f) Your questions or problems were dealt with in a timely manner.	Yes	No	Somewhat
g) The appearance of the facility you visited was neat and clean.	Yes	No	Somewhat
h) Can you think of anything that we can do to improve our service to you? *	Yes	No	

* If yes, please fill out the comment section on the back.

Louisiana Department of Wildlife and Fisheries
Socioeconomic Section
P.O. Box 98000
Baton Rouge, LA 70898-9000

Please Place
First Class
Postage Here

Comments or Suggestions:

If you would like a personal response to your concerns, please provide us with the following:

Name:

Phone: ()

Address:

City, State, Zip:

E-mail address (if applicable):

Please deposit this card in the Comment / Suggestion Box located near the entrance of selected facilities operated by the Louisiana Department of Wildlife and Fisheries, or simply fold, tape, and send it to us via U.S. mail.

You may also submit your comments or suggestions at any time to the Department's home page:
<http://www.wlf.state.la.us>

Place Tape Here

Appendix 3.

**Louisiana Department of Wildlife and Fisheries'
Customer Service Questionnaire Distributed at
National Hunting and Fishing Day Event
Monroe, Louisiana
September 22, 2001**



National Hunting and Fishing Day 2001

Louisiana Department of Wildlife and Fisheries

Customer Service Questionnaire



PLEASE PROVIDE THE FOLLOWING INFORMATION TO HELP THE DEPARTMENT OF WILDLIFE AND FISHERIES SERVE YOU BETTER.

1. Please indicate your:
 - a) Gender: ☐ Male ☐ Female
 - b) Age: ☐ < 16 ☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ > 64
 - c) Zip Code of Home Address: _____
 2. What is your overall perception of the service(s) you have received from the Department of Wildlife and Fisheries?
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unsure
 3. What types of wildlife and fishery-related activities do you participate in? (Check All That Apply)
☐ Hunting ☐ Fishing ☐ Watching Wildlife (Incl. Birds) ☐ Feeding Wildlife (Incl. Birds)
☐ Wildlife Photography ☐ Visit Public Parks or Nature Areas ☐ Camping ☐ Hiking ☐ Boating
☐ None ☐ Other (Please Specify): _____
 4. Approximately, how many days per year do you participate in wildlife and fishery-related activities? _____
 5. What factor(s) prevents you from participating in wildlife and fishery-related activities more often? (Check All That Apply)
☐ Not Enough Money ☐ Not Enough Time ☐ Not Enough Interest ☐ Length of Seasons
☐ Need More Good Places To Hunt/Fish ☐ Other (Please Explain) _____
- The Department's mission is to: (1) manage, conserve, and promote wise utilization of Louisiana's renewable fish and wildlife resources and their supporting habitats through replenishment, protection, enhancement, research, development, and education; (2) provide opportunities for knowledge of and for the use and enjoyment of the resources placed under the stewardship of the Department; and (3) provide a safe environment for the users of these resources.
6. Do you feel that the Department is adequately fulfilling its mission? ☐ Yes ☐ No
 7. What can the Department do in the future to better fulfill its mission?

 8. How can the Department improve its services to you personally?

 9. Before today, how many times have you attended National Hunting and Fishing Day events in Louisiana? _____
 10. Where did you hear about the National Hunting and Fishing Day event? _____

If you have any other comments, please place them on the back of this page. Thank you.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

1. **What is the purpose of this study?**

2. **What are the research objectives?**

3. **What is the research methodology?**

4. **What are the research findings?**

5. **What are the conclusions?**

6. **What are the limitations of the study?**

7. **What are the implications of the study?**

8. **What are the future research directions?**

Appendix 4.

**Louisiana Department of Wildlife and Fisheries'
Customer Service Questionnaire Distributed at
The Lamar Dixon Sportsman's Paradise
Hunting and Fishing Exposition**



2002 Sportsman's Paradise Hunting, Fishing & Outdoor Expo

Louisiana Department of Wildlife & Fisheries
Customer Service Questionnaire



Please provide the following information to help the Department of Wildlife and Fisheries serve you better.

1. Please indicate your:

a) Gender: ☐ Male ☐ Female

b) Age: ☐ < 16 ☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ > 64

c) Zip Code of Home Address: _____

2. Where did you hear about the *Sportsman's Paradise Hunting, Fishing & Outdoor Expo*? _____

3. Did you know that Wildlife and Fisheries sponsors several *National Hunting and Fishing Day* events throughout Louisiana on the fourth Saturday of September each year? ☐ Yes ☐ No

If yes, have you ever attended one of these events? ☐ Yes ☐ No

4. What types of wildlife & fishery-related activities do you participate in? (Check All That Apply)

- ☐ Hunting ☐ Fishing ☐ Watching Wildlife (Incl. Birds) ☐ Feeding Wildlife (Incl. Birds)
☐ Wildlife Photography ☐ Visit Public Parks or Nature Areas ☐ Camping ☐ Hiking ☐ Boating
☐ None ☐ Other (Please Specify): _____

5. Approximately, how many days per year do you participate in wildlife & fishery-related activities? _____

6. What factor(s) prevents you from participating in wildlife & fishery-related activities more often? (Check All That Apply)

- ☐ Not Enough Money ☐ Not Enough Time ☐ Not Enough Interest ☐ Length of Seasons
☐ Need More Good Places To Hunt/Fish ☐ Other (Please Explain) _____

7. What is your overall perception of the service(s) you have received from the Department of Wildlife and Fisheries?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unsure

The Department's mission is to:

- (1) manage, conserve and promote Louisiana's fish, wildlife, and habitat resources;
(2) provide for the use and enjoyment of the resources placed under its stewardship;
(3) provide a safe environment for the users of nature-based recreational and commercial resources.

8. Do you feel that the Department is adequately fulfilling its mission? ☐ Yes ☐ No ☐ Don't Know

9. What can the Department do in the future to better fulfill its mission? _____

10. How can the Department improve its services to you personally? _____

If you have any other comments, please place them on the back of this page. Thank you.

[illegible]

ENFORCEMENT CASE REPORT

NOVEMBER 2002

REGION 1:MINDEN
18 Agent positions

PARISHES: BIENVILLE, BOSSIER,
CADDO, CLAIBORNE,
WEBSTER

TOTAL CASES	49
TOTAL	DESCRIPTION OF CITATION
1	Boating Safety
7	Angling W/O A Resident License
1	Fishing W/O A Resident Pole License
1	Sell &/Or Buy Fish W/O A Retail Seafood License
3	Hunt W/O A Resident License
1	Bow Hunt W/O A Bow License
2	Failure To Abide By Commission Rules
2	Hunt W/O A Resident Big Game License
11	Failure To Wear Hunter Orange
1	Hunt W/O Muzzleloader License (Resident)
2	Violate MGB Treaty Act
2	Hunt Ducks W/O A Federal Stamp
2	Hunt MGB From A Moving Vehicle
1	Using Lead Shot In Area Designated As Steel Shot Only
1	Hunt Ducks Closed Season
1	Possession Over Limit Ducks (Field Possession)

2	Possession Over Limit Ducks (Field Possession)
2	Hunt MGB W/O State Hunting License
2	Hunt MGB W/O State Stamp
1	Use WMA W/O License or Stamp
2	Littering
1	Obtain License By Fraud

WRITTEN WARNINGS:

TOTAL	17	DESCRIPTION OF CITATION
3		Angling W/O Resident License
2		Hunting W/O Resident License
1		Hunt, Stand, Loiter From Public Road
3		Failure to Wear Hunter Orange
6		Not Abiding By Rules & Regs On WMA
2		Hunt On WMA W/O Hunting Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
100# shrimp; 14 bags crabs; 1 canvasback hen; 10 woodducks

TOTAL OF EACH CATEGORY FOR REGION I

TOTAL	DESCRIPTION
1	Boating
1	Commercial Fishing
15	Federal Migratory
2	Littering
2	Miscellaneous
8	Recreational Fishing
20	State Hunting/Trapping
17	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
00	Public Assistance

REGION 2:MONROE
20 Agent positions

**PARISHES: E. CARROLL, JACKSON,
 LINCOLN,MOREHOUSE
 QUACHITA, RICHLAND
 UNION, W. CARROLL**

TOTAL CASES	84	
TOTAL	DESCRIPTION OF CITATION	
4	Boating	
1	Hunt Wild Quadrupeds Illegal Hours	
14	Hunt From Moving Vehicle	
2	Hunt Raccoons Illegally	
11	Hunt Deer Illegal Hours	
8	Hunt From Public Road	
1	Hunt W/O Muzzleloader License	
2	Angle W/O Non-resident License	
1	Possess Over Limit Deer	
1	Possession Of Buckshot During Closed Season	
1	Engage In Hunting Activity During Revocation	

1	Taking or Possession Of Non-game Bird
2	Hunt On DMAP W/O Permit From Owner
2	Angle W/O Resident License
4	Hunt W/O Resident Big Game License
3	Hunt W/O Resident License
9	Not Abiding By Rules and Regulations on WMA
1	Fish W/O Resident Pole License
1	Take Bob Cat-Closed Season
1	Take Bob Cat Illegal Methods
2	Fail To Comply With Commission Rules and Regulations
3	Fail To Wear Hunter Orange
1	Littering
1	Take Over Limit Of Ducks
1	Possess Lead Shot In Designated Steel Shot Area
1	Hunt on W.M.A. W/O W.M.A. Permit
1	Hunt Turkey in Closed Season
2	Discharge Firearm From Public Road
1	Illegal Spotlighting From Public Road
1	Take Illegal Deer in Open Season

WRITTEN WARNINGS: 1

TOTAL	DESCRIPTION OF CITATION
1	No Boat Registration Certificate In Possession

CONFISCATIONS:

CONFISCATION DESCRIPTION
1- Rod & Reel, 1-Remington Model 700, 308 Cal. Rifle, 4-Spotlights, 7- Deer, 1-Remington 700, 30-06 Rifle, 1- Non-Game Bird (Yellow Leg), 1- Bob Cat, 8-Ducks, 11-Lead Shot Shells – 1- Deer Rifle.

TOTAL OF EACH CATEGORY FOR REGION 2

TOTAL	DESCRIPTION
4	Boating
	Commercial Fishing
3	Federal Migratory
1	Littering
	Miscellaneous
5	Recreational Fishing
71	State Hunting/Trapping
1	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
12	Public Assistance (Assisting Stranded Motorists and Boaters)

REGION 3:ALEXANDRIA

**PARISHES:AVOUELLES, GRANT
NATCHITOCHE
RAPIDES, SABINE
VERNON, WINN**

25 Agent positions

TOTAL CASES	210
TOTAL	DESCRIPTION OF CITATION
3	Boating
6	Angling W/O A Resident License
2	Take Or Possess Game Fish Illegally
2	Hunt Wild Quads. Illegal Hours
1	Possess Alligator Closed Season
2	Possession Of Illegally Taken Deer Open Season
11	Hunt Deer Illegal Hours
11	Hunt From Moving Vehicle
8	Hunt, Stand, Loiter From Public Road
24	Fail To Wear Hunters Orange
8	Hunt W/O Resident License
5	Hunt W/O Resident Big Game License
10	Hunt/Take Deer From Public Road
2	Fail To Abide By Commission Rules (Hunt Deer Over Bait On KNF)
3	Hunt W/O Non-Resident License
3	Hunt W/O Non-Resident Big Game License

1	Hunt W/O Muzzle Loader License
3	Hunt Deer Illegal Methods
1	Hunt Turkey With Rifle
1	Hunt Turkey Closed Season
3	Hunt Or Take Illegal Deer Open Season
2	Discharge Firearm From Public Road
2	Running Deer Dogs During Still Hunt Season
1	Hunt On DMAP W/O Permit From Owner
3	Hunt Ducks W/O Federal Stamp
3	Using Lead Shot In Area Designated As Steel Shot Only
1	Take/Possess Other Non-Game Birds
4	Hunt MGB W/O State Stamp
2	Hunt MGB W/Unplugged Gun
1	Hunt Ducks Or Geese W/O Federal Stamp
2	Hunt W/Unsigned Duck Stamp
2	Hunt MGB Illegal Hours
39	Not Abiding By Rules And Regulations
1	Possess Overlimit Of Deer
9	Criminal Trespass
1	Negligent Injuring

7	Operate ATV On Public Road
6	Illegal Possession Of Marijuana
3	Illegal Possession Of CDS
3	Illegal Possession Of Drug Paraphernalia
2	Simple Criminal Damage To Property
6	Littering

WRITTEN WARNINGS:

TOTAL 10	DESCRIPTION OF CITATION
4	Fail To Wear Hunters Orange
1	Angling W/O A Resident License
2	Not Abiding By Rules And Regs (Failure To Check In)
3	Not Abiding By Rules And Regs. (Hunt In Closed Area)

CONFISCATIONS:

CONFISCATION DESCRIPTION
4 crappie, 1 bream, 1 boat, 6 rifles, 3 spotlights, 2 pistols, 4 shotguns, 7 deer, 1 deer parts, 2 cardinals, 1 marijuana bag, 9 marijuana cigarette, 2 pill bottles, 2 pipes, 2 federal duck stamps, 1 bag of meth, 1 glass vial of meth, 1 cigarette rolling papers w/rolling device, 3 ducks.

TOTAL OF EACH CATEGORY FOR REGION 3

TOTAL	DESCRIPTION
3	Boating
0	Commercial Fishing

18	Federal Migratory
6	Littering
31	Miscellaneous
8	Recreational Fishing
144	State Hunting/Trapping
10	Written Warnings
TOTAL NUMBER FOR PUBLIC ASSISTANCE	
TOTAL	DESCRIPTION
12	Public Assistance

REGION 4:FERRIDAY
25 Agent positions

PARISHES: CALDWELL, CATAHOULA
CONCORDIA, FRANKLIN
LASALLE, MADISON, TENSAS

TOTAL CASES	205
TOTAL	DESCRIPTION OF CITATION
2	Boating Safety Violations
3	Angling W/O A License
1	Take Game Fish Illegally
3	Hunting W/O Resident Lic
1	Failure To Abide By Commission Rules
2	Hunting From Moving Vehicle
1	Hunting W/Unplugged Gun
2	Hunt Wild Quadrupeds Illegal Hours
2	Hunt From Public Road
1	Possession Of Buckshot During Closed Deer Season
3	Hunt W/O Resident Big Game License
1	Hunt Deer Closed Area
6	Failure To Comply W/Hunters Orange Regulations
1	Hunt W/O Muzzleloader License
1	Hunting With Unsigned Duck Stamp
1	Hunting MGB With Unplugged Gun

1	Hunting MGB Illegal Hours
2	Using Lead Shot In Area Designated As Steel Shot Only
4	Possess Over Limit Of Ducks
153	Not Abiding By Rules & Regulations On WMA
10	Hunt On WMA Without WMA Hunting Permit
2	Littering
2	Miscellaneous Federal Violations

WRITTEN WARNINGS:

TOTAL 14	DESCRIPTION OF CITATION
1	Angling W/O Resident License
1	Hunting W/O Resident License
1	Failure To Comply With PFD Requirements
9	Not Abiding By Rules & Regulations By WMA
2	Hunt On WMA Without WMA Hunting Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
1 deer; 51 ducks; 5 lead shot shells.

TOTAL OF EACH CATEGORY FOR REGION 4

TOTAL	DESCRIPTION
2	Boating
1	Commercial Fishing
11	Federal Migratory
2	Littering
0	Miscellaneous
3	Recreational Fishing
186	State Hunting/Trapping
14	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
5	Public Assistance

REGION 5: LAKE CHARLES
23 Agent positions

PARISHES: BEAUREGARD, CALCASIEU
EVANGELINE, ALLEN,
CAMERON, ACADIA,
VERMILION, JEFF DAVIS

TOTAL CASES	167
TOTAL	DESCRIPTION OF CITATION
16	Boating
3	Angling W/O A License
1	Angling W/O A Non. Res. License
1	Take Illegal Size Black Bass
1	Take Or Poss. U/S Black Drum (Rec)
3	Failure To Have Comm. License In Poss.
1	Take Or Sell Comm. Fish Or Bait Species W/O Comm. Lic.
10	Hntg. W/O Res. License
2	Hntg. W/O Non. Res. License
19	Hntg. From Moving Vehicle &/Or Aircraft
5	Hntg. Wild Quadrupeds &/Or Wild Birds Illegal Hours
6	Hunt, Stand, Loiter From Public Road
1	Poss. Of Buckshot During Closed Deer Season
6	Hntg. W/O Res. Big Game License
1	Hntg. W/O Non. Res. Big Game Lic.
7	Hunt Or Take Deer Or Bear Illegal Hours (Deer)

2	Hunt Or Take Deer From Public Road
1	Hunt Or Take Deer Open Season
1	Poss. O/L Of Deer Or Bear (Deer)
1	Poss. Of Illegally Taken Deer Or Bear Closed Season (Deer)
12	Fail To Wear Hunter's Orange
1	Violate MGB Treat Act – Miscellaneous
3	Hntg. Ducks Or Geese W/O Federal Stamp
1	Hntg. MGB W/Unplugged Gun
15	Hntg. MGB Illegal Hours
1	Using Leadshot In Area Designated As Steel Shot Only
3	Hntg. MGB W/O State Stamp
3	Hntg. MTG W/O State Hunting License
26	Not Abiding By Rules And Regulations On WMA
4	Hntg. On WMA W/O WMA Hntg. Permit
3	Illegal Possession Of Drugs Or Marijuana
1	Littering
4	Operate ATV Vehicle On Public Road
1	Fail To Fill Out Oyster Tags Correctly
1	Take Comm. Fish W/O Comm. Gear Lic. (Trawl)

WRITTEN WARNINGS:

TOTAL	5	DESCRIPTION OF CITATION
1		Angling W/O A License
1		Hunting W/O Res. Big Game License
1		Fail To Wear Hunter's Orange
2		Hntg. On WMA W/O WMA Hntg. Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
Marijuana with rolling papers; 2 ice chest; 1 coke can; 6-picture photo line up; 1 rod; 1 reel; 6 oyster tags; 6 rabbits; 5 ducks; 12 unidentifiable ducks; 1 black drum u/s – rtw; 5 deer; 6 high power rifles w/scopes; 3 high power rifles, 5 shotguns; 10 high power cartridges; 37 shotgun shells; 1 flashlight; 1 q beam light.

TOTAL OF EACH CATEGORY FOR REGION 5

TOTAL	DESCRIPTION
16	Boating
6	Commercial Fishing
27	Federal Migratory
1	Littering
37	Miscellaneous
6	Recreational Fishing
74	State Hunting/Trapping
5	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
1	Public Assistance

REGION 6:OPELOUSAS
24 Agent positions

PARISHES: IBERIA, IBERVILLE,
PT.COUPÉE,LAFAYETTE
ST.MARTIN,IBERIA
IBERVILLE,W.B.R.

TOTAL CASES	80
TOTAL	DESCRIPTION OF CITATION
13	Boating
23	Angling W/O License
6	Hunt W/O Resident License
1	Fish W/O Resident Pole License
4	Hunt On WMA W/O WMA Hunting Permit
2	Angling W/O Non-Resident License
3	Hunt From A Moving Vehicle
2	Hunt MGB Over Baited Area
1	Operate ATV Vehicle On Public Road
1	Hunt MGB W/O State Stamp
4	Hunt MGB Illegal Hours
1	Possession Of Gun While Bow Hunting
3	Hunt With Unplugged Gun
1	Failure To Abide By Commission Rules – Illegal Buck Open Season
6	Fail To Wear Hunters Orange

3	Hunt W/O Resident Big Game License
2	Hunt From A Public Road
2	Hunt Wild Quadrupeds Illegal Hours Or With Artificial Light
1	Misrepresentation During Booking
1	Not Abiding By Rules And Regulations On WMA

WRITTEN WARNINGS:

TOTAL 8	DESCRIPTION OF CITATION
7	Angling W/O License
1	Hunt On WMA W/O WMA Hunting Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
2 rod and reel combo, 1 raccoon, 10 doves, 1 spike buck, 2 rabbits, 2 shotguns.

TOTAL OF EACH CATEGORY FOR REGION 6

TOTAL	DESCRIPTION
13	Boating
0	Commercial Fishing
6	Federal Migratory
0	Littering
3	Miscellaneous

26	Recreational Fishing
32	State Hunting/Trapping
8	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
0	Public Assistance

REGION 7:BATON ROUGE**22 Agent positions**

**PARISHES: ASCENSION, E.B. ROUGE,
E. FELICIANA, LIVINGSTON,
ST. HELENA, ST. TAMMANY,
TANGIPAOHA, WASHINGTON,
W. FELICIANA**

TOTAL CASES	178
TOTAL	DESCRIPTION OF CITATION
10	Boating
18	Angling w/o a License
1	Angling w/o Pole License
1	Sell Fish w/o Wholesale/Retail Dealer's License
1	Failure to Maintain Records
1	Littering
7	Hunt w/o Basic License
2	Hunt w/o Big Game License
3	Hunt w/o Muzzleloader License
1	Hunt w/o Bow License
6	Failure to Wear Hunters Orange
3	Hunt w/Un-plugged Shotgun
1	Possess Buckshot in Closed Gun Season for Deer
1	Use Archery Equipment w/Illegal Electronic Sights
1	Take Bobcat Illegally

2	Take Spotted Fawn
1	Possess Wild Quadruped w/o Permit
2	Hunt on D-Map Land w/o Permission from Owner
1	Possess Illegally Taken Deer
26	Hunt from a Moving Vehicle
24	Hunt Deer from Public Road
20	Hunt Deer Illegal Hours
2	Take Deer from Public Road
5	Take Deer Illegal Hours
24	Not Abiding by Rules and Regulations of W.M.A.
9	Hunt on W.M.A. w/o Permit
1	Take IBIS No Season
1	Criminal Damage to State Property
3	Hunt Closed Area

WRITTEN WARNINGS:

TOTAL 11	DESCRIPTION OF CITATION
1	Boating
3	Angling w/o License
2	Violate Rules and Regulations on W.M.A.
3	Failure to Wear Hunters Orange
1	Hunt w/o Big Game License
1	Fail to Comply w/Hunter Safety Regulations

CONFISCATIONS:

CONFISCATION DESCRIPTION
10-guns,4 spotlights, 5 deer, 1 spotted fawn, 2 rabbits, 10 squirrels, 294 lbs. of fish donated.

TOTAL OF EACH CATEGORY FOR REGION 7

TOTAL	DESCRIPTION
10	Boating
2	Commercial Fishing
1	Federal Migratory
1	Littering
1	Miscellaneous
19	Recreational Fishing
144	State Hunting/Trapping
11	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
2	Public Assistance: 1 Assist Motorist 1 Assist Boater

REGION 8:NEW ORLEANS
18 Agent positions

PLAQUEMINE, ST. BERNARD,
ORLEANS, JEFFERSON
ST. CHARLES

TOTAL CASES	200
TOTAL	DESCRIPTION OF CITATION
52	Boating
34	Angling W/O License
5	Angling W/O A License Non-Resident
1	Violate Recreational Gear Lic. Req.
10	Angling W/O Saltwater Lic.
2	Angling W/O Saltwater Lic Non-Resident
4	Take/poss. O/L Red Drum(On Water)
2	Possess over 10 Red Drum(Off Water)
1	Fail to Have Fish Intact (Saltwater)
16	Take or Poss. Undersized Red Drum(Recreational) 16"Minimum
6	Take or Poss. Undersized Black Drum
3	Take/Poss. O/L Spotted Seatrout (On Water)
2	Take or Poss. O/L Black Drum (Recreational) Commission Action
3	Take or Sell Commercial Fish W/O Comm. Lic.
2	Take Commercial Fish W/O Comm. Gear Lic.
2	Take Or Poss. Commercial Fish W/O Vessel Lic.

3	Fail to Maintain Records
1	Buy Commercial Fish From Un-Lic. Fisherman
1	Allow Unlicensed fisherman use CML Vessel Lic.
1	Allow Unlicensed fisherman use CML Gear Lic.
6	Take Undersize Oysters From Natural Reef
4	Failure to Abide By Commission Rules
5	Hunting From Moving Vehicle And/Or Aircraft
2	Hunting W/Unplugged Gun
2	Hunt Wild Quadrupeds And/Or Wild Birds Illegal Hours
1	Poss. Of Buckshot During Closed Deer Season
3	Hunt or Take Deer Illegal Hours
3	Hunt Deer From Public Road
3	Hunting Ducks W/O Federal Stamp
5	Hunting MGB Illegal Hours
3	Hunt on WMA without WMA Hunting Permit
1	Littering
1	Other Than Wildlife and Fisheries
2	Driving Without Operators License
8	Take CML Mullet Closed Season

WRITTEN WARNINGS:

TOTAL 19	DESCRIPTION OF CITATION
10	Boating
3	Angling W/O A License
1	Take/Poss. O/L Red Drum
1	Take/Poss. Undersized Red Drum
2	Take or Poss. Undersized Black Drum
1	Take or Poss. O/L Black Drum
1	Miscellaneous Federal Violations

CONFISCATIONS:

CONFISCATION DESCRIPTION
Donated....Red Drum(10)...Black Drum(40)...Sheephead(14)...Spotted Sea Trout(122)...Fillets(71 lbs.)...Rabbits(9)...Ducks(11)...Scaup(1)...Flounder(1)...Black Bass(2)...Ladyfish(1)...Croaker(1) Sold @ bid....190 lbs of shrimp\$114.00....Sold @ bid....1138 lbs of mullet\$254.65 Returned to water....Oyster Sacks(155)....Lizards(60) Destroyed...Teal(5)...Rabbits(4) Hardware Confiscated...Outboard Motor(1)...Headlight(1)...Shotgun shells(7)...Shotgun(8)...Rod n' Reel(5)...Non-Resident License(1)...Skimmer nets(2)...Shrimp Gear Lic.(1)...Ice Chest(1)...Mullet Strike Net(1)...Reno Boat w/200 hp Yamaha(1)...Bottles(2)...Plastic Bags(several)...Empty Can(1)...Vessel w/ Motor(1)

TOTAL OF EACH CATEGORY FOR REGION 8

TOTAL	DESCRIPTION
52	Boating
19	Commercial Fishing
8	Federal Migratory
1	Littering

10	Miscellaneous
86	Recreational Fishing
24	State Hunting/Trapping
19	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
2	Public Assistance

REGION 9: SCHRIEVER**25 Agent positions**

**PARISHES: ASSUMPTION, ST. JAMES
ST. JOHN, ST. MARY
TERREBONNE, LAFOURCHE
JEFFERSON-GRAND ISLE
LOWER ST. MARTIN**

TOTAL CASES	116
TOTAL	DESCRIPTION OF CITATION
14	Boating
22	Angling Without A Resident License
1	Angling Without A Non-Resident License
8	Angling Without A Saltwater License
1	Angling Without A Non-Resident Saltwater License
1	Take Over Limit Black Drum (Recreational)
2	Take Undersized Red Drum (Recreational)
1	Take Undersized Black Drum (Recreational)
1	Take Over Limit Of Red Drum (On Water)
1	Violate Commission Rules And Regulations Commercial Shark (Fins Cut Off)
1	Take Commercial Fish Without Commercial License
1	Violate Commission Rules And Regulations (Possess Reef Fish Without A Permit)
2	Take Commercial Fish Without Vessel License
1	Violate Shrimp Provisions

2	Hunting Without Resident License
1	Bow Hunt Without Bow License
1	Hunt From Moving Vehicle
2	Hunt With Unplugged Gun
1	Hunt Wild Quadrupeds Illegal Hours With Artificial Light
1	Hunt From Public Road
1	Hunt MGB Without State Stamp
2	Possession Of Illegally Taken Deer (O/S Archery Only)
3	Field Possession Of Deer Meat Without Tag
3	Fail To Wear Hunters Orange
3	Hunt Deer Illegal Hours
7	Hunt Deer Illegal Methods
3	Hunt Deer Illegally From A Boat
2	Hunt Without Resident Big Game License
2	Hunt Ducks Without Federal Stamp
3	Hunt MGB With Unplugged Gun
4	Use Lead Shot In Area Designated As Steel Shot Only
2	Hunt Ducks Closed Season
6	Possess Over Limit Of Ducks (Field Possession)
3	Not Abiding By Rules And Regulations On WMA (Build Permanent Blinds)

1	Littering
1	Not Abiding By Rules And Regulations On WMA (Hunt With Modern Firearms During Closed Season)
4	Hunt WMA Without Permit
1	Hunt In Closed Flooded Area

WRITTEN WARNINGS:

TOTAL 6	DESCRIPTION OF CITATION
5	Boat
1	Hunt WMA Without Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
2 deer, 6 red drum, 6 black drum, 508 lbs silk snapper, 12 lbs queen snapper, 5 lbs shark fins, 1 croaker, 1 catfish, 2 canvas backs, 37 scaups, 11 teal ducks, 1 wood duck, 5 gadwalls, 2 widgeons, 1 rabbit, 1 rod and reel, 1 boat and motor (paper seizure), 2 shotguns, 1 rifle, various rifle and shotgun shells.

TOTAL OF EACH CATEGORY FOR REGION 9

TOTAL	DESCRIPTION
14	Boating
6	Commercial Fishing
17	Federal Migratory
1	Littering
8	Miscellaneous
37	Recreational Fishing

33	State Hunting/Trapping
6	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
11	Public Assistance

OYSTER STRIKE FORCE
3 Agent positions

COASTAL WATERS

TOTAL CASES	29
TOTAL	DESCRIPTION OF CITATION
2	Boating
1	Angling W/O A Basic License
1	Angling W/O Saltwater License
3	Possession Over Limit Of Ducks
1	Use Lead Shot In An Area Designated As Steel Only
1	Hunting MGB With An Unplugged Gun
1	Violate Sanitary Code-Chapter 9
9	Take Undersize Oysters From Natural Reef
1	Take Or Possess Commercial Fish W/O A Commercial License
2	Take Or Possess Commercial Fish W/O Commercial Gear License
3	Take Or Possess Commercial Fish W/O Commercial Vessel License
1	Violate Shrimp Provisions (Anchoring In Oyster Bayou)
3	Failure To Display Proper Number On Vessel

WRITTEN WARNINGS:

TOTAL 0	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION	
350 lbs. of crabs, 106 sacks of oysters.	

TOTAL OF EACH CATEGORY FOR OYSTER STRIKE FORCE

TOTAL	DESCRIPTION
2	Boating
20	Commercial Fishing
0	Federal Migratory
0	Littering
5	Miscellaneous
2	Recreational Fishing
0	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
0	Public Assistance

SEAFOOD INVESTIGATIVE UNIT
8 Agent positions

STATEWIDE

TOTAL CASES	10
TOTAL	DESCRIPTION OF CITATION
2	No Commercial License In Possession
2	Fail To Report Commercial Data
5	Fail To Maintain Records
1	Buy Fish For Unlicensed Fisherman

WRITTEN WARNINGS:

TOTAL 0	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION
NONE

TOTAL OF EACH CATEGORY FOR SEAFOOD INVESTIGATIVE UNIT

TOTAL	DESCRIPTION
0	Boating
10	Commercial Fishing
0	Federal Migratory

0	Littering
0	Miscellaneous
0	Recreational Fishing
0	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
0	Public Assistance

S.W.E.P.
8 Agent positions

COASTAL WATERS

TOTAL CASES	32
TOTAL	DESCRIPTION OF CITATION
3	Boating
5	Angling W/O A License
4	Angling W/O A Saltwater License
2	Possession 10 Or More Red Drum On Water
6	Possession Undersize Red Drum
1	Overlimit Of Red Drum
4	Take Or Possess Undersize Black Drum
1	Take Or Possess Over Limit Of Black Drum
6	Violation Of Lacy Act

WRITTEN WARNINGS:

TOTAL 0	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION	
17 black drum, 26 red drum, and 185 sacks of oysters.	

TOTAL OF EACH CATEGORY FOR S.W.E.P.

TOTAL	DESCRIPTION
3	Boating
0	Commercial Fishing
0	Federal Migratory
0	Littering
6	Miscellaneous
23	Recreational Fishing
0	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
0	Public Assistance

REFUGE PATROL
8 Agent positions

MARSH ISLAND,
ROCKEFELLER, STATE
WILDLIFE

TOTAL CASES	12
TOTAL	DESCRIPTION OF CITATION
1	Boating
1	Angling W/O A Basic License
2	Hunt MGB Illegal Hours
1	Hunt With Electronic Caller Device
3	Hunt From A Moving Vehicle
3	Hunt Wild Quadrupeds Illegal Hours Artificial Light
1	Take Or Possess Undersize Red Drum

WRITTEN WARNINGS:

TOTAL 3	DESCRIPTION OF CITATION
2	Fail To Display Valid Certificate Decal
1	Improper Fire Extinguisher

CONFISCATIONS:

CONFISCATION DESCRIPTION
1 electronic calling device, 5 snow geese cassette tapes, 1-12 volt battery, 1 .22 rifle, 1 spotlight, 2 red drum, and 4 ducks.

TOTAL OF EACH CATEGORY FOR REFUGE PATROL

TOTAL	DESCRIPTION
1	Boating
0	Commercial Fishing
3	Federal Migratory
0	Littering
0	Miscellaneous
2	Recreational Fishing
6	State Hunting/Trapping
3	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE

TOTAL	DESCRIPTION
6	Public Assistance 5 stranded boaters and 1 first aid

TOTAL CASES -1350

NOTE: WRITTEN WARNINGS =94

ENFORCEMENT AVIATION REPORT
NOVEMBER, 2002

185-Amph. - 61092
Hrs. - 38.9

185-Float - 9667Q
Hrs. - 22.3

210 - 9467Y
Hrs. -

Enforcement Hours - 37.1

Other Divisions - 24.1

Total Plane Use - 61.2

Cases Made In Conjunction With Aircraft Use Resulted In Citations Issued For:

3-Hunt Or Take Deer Illegal Hours

3-Hunt Deer Illegal Method

3-Hunt Or Take Deer Illegally From Boat

9-Total

Confiscations: 1-.22 Rifle

RULE

Department of Wildlife and Fisheries Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby promulgate rules governing control of nuisance wild quadrupeds.

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 1. Wild Quadrupeds

§125. Control of Nuisance Wild Quadrupeds

A. This rule applies only to the control of the wild quadrupeds listed below and ONLY when they are conclusively proven to be creating a nuisance or causing damage to property. The burden of establishing that the animal in question is causing the property damage shall rest with the property owner.

B. The following wild quadrupeds may be taken year-round without permit by the property owner or his designee, with written landowner permission, but only by trapping or shooting during legal daylight hours: coyote, armadillo, nutria, beaver, skunks, and opossums.

C. Squirrels, rabbits, foxes, bobcats, mink, otter, muskrat, raccoons and any of the other species listed above may be trapped alive and relocated to suitable habitat without permit provided the following conditions are met.

1. Written permission is obtained from the property owner where the animals are to be released and such written permission is carried in possession while transport and release activities are taking place.

2. Animals are treated in a responsible and humane manner and released within 12 hours of capture.

D. Traps shall be set in such a manner that provides the trapped animal protection from harassment from dogs and other animals and direct sun exposure.

E. Nuisance animals listed above may be so controlled by the property owner or his designee with written landowner permission, to prevent further damage.

F. Property owners must comply with all additional local laws and/or municipal ordinances governing the shooting or trapping of wildlife or discharge of firearms.

G. No animal taken under this provision or parts thereof shall be sold. A valid trapping license is required to sell or pelt nuisance furbearers during the open trapping season.

H. No species taken under the provisions of this rule shall be kept in possession for a period of time exceeding 12 hours.

I. This rule has no application to any species of bird as birds are the subject of other state and federal laws, rules and regulations.

J. Game animals, other than squirrels and rabbits, may only

be taken by hunting during the open season under the conditions set forth under Title 56 of the Louisiana Revised Statutes and the rules and regulations of the Department of Wildlife and Fisheries.

AUTHORITY NOTE: Promulgated in accordance with the Louisiana Constitution, Article IX, Section 7, R.S. 56:1, R.S. 56:5, 56:6(10), and (15), R.S. 56:112, et seq.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 28: (December 2002).

Thomas M. Gattle, Jr.

Chairman

Hawkins, Susan

From: Dan J. Hidalgo [danj@teche.net]
Sent: Thursday, December 05, 2002 8:39 AM
To: hawkins_sc@wlf.state.la.us
Subject: Alligator Regulation Changes



Mr. Thomas M. Gattle Jr., Chairman
State of Louisiana
Wildlife & Fisheries Commission
P.O. Box 98000
Baton Rouge, LA 70898-9000

Reference: Proposed Farm Alligator Release Regulation Changes

Dear Mr. Gattle,

I am in strong favor of the proposed regulation changes being presented at the commission meeting this morning.

1. Changing the sliding scale to a maximum of 54" release length
2. Not allowing of alligator larger than 54" to be released in the wild
3. Moving the closing date back for farm alligators being released to August 15

As a land man for the Margaret Wooster Bauer Properties in St. Mary Parish, managing 4000 acres of fresh water marsh, District Director for the Louisiana Trapper & Alligator Hunter Association, an alligator trapper, landowner participant in alligator egg collections and owning a guided alligator hunt business, I feel that the regulation changes presented, will have a long term positive affect on the quality of Louisiana alligator skins and in protecting our valuable resource.

Thank you and the commission members for considering the approval of the recommendations presented this morning.

Sincerely,

Dan J. Hidalgo, Land Manager
Margaret Wooster Bauer Properties
15223 Hwy 182.
Franklin, LA 70538.
Phone: 337-828-7504.

Fax: 337-828-7508.

Nextel: 337-201-0687.

email: danj@alligator-hunts.com

cc: Mr. Phil Bowman
State of Louisiana
Assistant Secretary Office of Wildlife

Mr. Sam Smith, President
Louisiana Trapper & Alligator Hunter Association

NOTICE OF INTENT

Department of Wildlife and Fisheries Wildlife and Fisheries Commission

The Wildlife and Fisheries Commission does hereby give notice of intent to amend the regulations governing the Alligator Regulations (LAC 76:V.701).

Title 76

Wildlife and Fisheries

Part V. Wild Quadrupeds and Wild Birds

Chapter 7. Alligators

§701. Alligator Regulations

14. Alligator Egg Collection

j. The alligator egg collection permittee and the landowner are responsible for the return of the percentage of live alligators to the wild described on the alligator egg collection permit. This requirement is nontransferable. Minimum return rates will be based upon the state average hatching success which is 78 percent. In no case shall the return rate be less than 14 percent at 48 inches total length. Each alligator shall be returned to the original egg collection area within a maximum time of two years from date of hatching. Each alligator shall be a minimum of 36" and a maximum of 60" 54" (~~credit will not be given for inches above~~

60" no alligators will be accepted and no credit will be given for alligators over 54") in ~~size~~ total length and the returned sex ratio should contain at least 50 percent females. The alligator egg collection permittee/landowner are responsible for and must compensate in kind for alligator mortality which occurs for Department-authorized return to the wild alligators while being processed, stored, or transported. The Department shall be responsible for supervising the required return of these alligators. A Department transfer authorization permit is not required for return to the wild alligators which are delivered to the farm of origin no more than 48 hours prior to being processed for wild release. Releases back to the wild will only occur between March 15 and August 25 15 of each calendar year provided that environmental conditions as determined by the Department are favorable for survival of the released alligators. Any farmer who owes 1000 or more alligators at 48" must release at least 1/4 of the total owed for that year by April 30; at least another quarter by June ~~15~~ 10, at least another quarter by July ~~31~~ 15; and the remainder by August 25 15th. A farmer may do more than the required one-fourth of his releases earlier if available unscheduled days allow. Should an alligator egg collection permittee be unable to release the required number of alligators to the wild from his own stock, he shall be required to purchase additional alligators from another farmer to meet compliance with

the alligator egg collection permit and these regulations, as supervised by the Department. Department-sanctioned participants in ongoing studies involving survivability and return rates are exempt from these requirements during the period of the study. Violation of this Subparagraph is a Class Four violation as described in Title 56.

AUTHORITY NOTE: Promulgated in accordance with R.S. 56:115, R.S. 56:259, R.S. 56:262, R.S. 56:263 and R.S. 56:280.

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 16:1070 (December 1990), amended LR 17:892 (September 1991), LR 19:215 (February 1993), LR 20:321 (March 1994), LR 26:1492 (July 2000), LR 28:1996 (September 2002), LR 29: .

The Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate this notice of intent and the final rule, including but not limited to, the filing of the fiscal and economic impact statements, the filing of the notice on intent and final rule and the preparation of reports and correspondence to other agencies of government.

Interested persons may submit comments relative to the proposed rule to Mr. L. Brandt Savoie, Department of Wildlife and Fisheries, Box 98000, Baton Rouge, LA 70898-9000, prior to February

6, 2003.

In accordance with Act #1183 of 1999, the Department of Wildlife and Fisheries/Wildlife and Fisheries Commission hereby issues its Family Impact Statement in connection with the preceding Notice of Intent: The is Notice of Intent will have no impact on the six criteria set out at R.S. 49:972(B).

Thomas M. Gattle, Jr.

Chairman

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<div>April 2003</div>						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

**PROCEDURE FOR ELECTION OF CHAIRMAN AND VICE-CHAIRMAN
(Pursuant to Article IV of the Bylaws)**

- I. The election procedure shall be by roll call vote.
- II. Election of Chairman
 - A. Chair entertains nominations for chairman
 - any number may be nominated.
 - no second required for nominations.
 - chairman may not serve succeeding terms.
 - B. When it appears that no further nominations are forthcoming, the chair declares nominations closed.
 - C. When nominations are closed, the chair will call for votes for each of the persons nominated - in the order of nomination. If there is only one nominee, the chair declares election by acclamation.
 - D. When any nominee receives a majority vote of the members present, then voting ceases and he is declared chairman.
 - E. In the event that there are more than two nominees for chairman and no nominee receives a majority vote of those present, then the balloting shall be repeated as many times as necessary until one candidate obtains a majority vote. If second and subsequent balloting is required, all nominees are kept on the ballot.
 - F. Outgoing chairman continues to preside over election of vice-chairman and until adjournment.
- III. Election of Vice-Chairman

When a chairman is declared, then the Commission proceeds to elect a vice-chairman using the same procedure set out above for chairman. The vice-chairman can succeed himself.
- IV. POINTS OF ORDER - ALL OBJECTIONS, QUESTIONS OR POINTS OF ORDER CONCERNING THE ABOVE PROCEDURE OR THE ELECTION **MUST** BE MADE PRIOR TO ADJOURNMENT OF THIS MEETING. IF NOT MADE PRIOR TO THE ADJOURNMENT, THEY ARE WAIVED.

MONTHLY CIVIL RESTITUTION REPORT

PERIOD	NO. CASES ASSESSED	AMOUNT ASSESSED	CREDIT FOR SALE GOODS	NO. CASES PAID	AMOUNT PAID	DISCOUNTS TAKEN	PERCENT DOLLARS PAID	PERCENT CASES PAID
FISCAL YEAR 1993-94								
July, 1993	25	\$21,039.00	(\$9,778.00)	29	\$4,855.00	\$2,545.00		
Aug., 1993	53	\$44,922.00	(\$1,137.00)	41	\$7,950.00	\$3,603.00		
Sept., 1993	42	\$137,635.00	(\$17,938.00)	35	\$6,783.00	\$3,048.00		
Oct., 1993	49	\$21,471.00	(\$11,282.00)	40	\$3,285.00	\$1,519.00		
Nov., 1993	57	\$31,207.00	(\$13,260.00)	32	\$3,053.00	\$2,845.00		
Dec., 1993	53	\$13,777.00		27	\$6,507.00	\$6,713.00		
Jan., 1994	38	\$18,918.00		32	\$4,423.00	\$2,831.00		
Feb., 1994	68	\$38,131.00	(\$8,238.00)	46	\$9,124.00	\$5,993.00		
Mar., 1994	38	\$22,739.00	(\$2,482.00)	51	\$10,854.00	\$6,796.00		
April, 1994	14	\$44,732.00	(\$1,404.00)	27	\$7,307.00	\$4,632.00		
May, 1994	10	\$4,504.00	(\$165.00)	7	\$5,447.00	\$3,808.00		
June, 1994	29	\$26,167.00	(\$2,986.00)	12	\$1,886.00	\$1,214.00		
Total FY 1994	476	\$425,242.00	(\$68,670.00)	379	\$71,474.00	\$45,547.00	27.5%	79.6%
FISCAL YEAR 1994-95								
July, 1994	17	\$2,127.00	(\$335.00)	23	\$2,101.00	\$1,437.00		
Aug., 1994	41	\$96,403.00	(\$3,035.00)	20	\$1,010.00	\$605.00		
Sept., 1994	34	\$14,614.00	(\$14,002.00)	26	\$2,596.00	\$2,342.00		
Oct., 1994	94	\$17,426.00	(\$8,677.00)	38	\$2,922.00	\$3,179.00		
Nov., 1994	43	\$103,592.00		45	\$3,992.00	\$2,803.00		
Dec., 1994	68	\$31,400.00		35	\$4,315.00	\$2,329.00		
Jan., 1995	55	\$27,601.00		52	\$7,493.00	\$4,921.00		
Feb., 1995	70	\$61,119.00		41	\$6,472.00	\$3,973.00		
Mar., 1995	31	\$25,072.00		44	\$8,315.00	\$4,737.00		
Apr., 1995	13	\$15,353.00		16	\$3,565.00	\$1,538.00		
May., 1995	23	\$11,632.00		16	\$4,315.00	\$654.00		
June 1995	45	\$31,008.00		18	\$2,630.00	\$1,025.00		
Total FY 1995	534	\$437,347.00	(\$26,049.00)	374	\$49,726.00	\$29,543.00	18.1%	70.0%
FICAL YEAR 1995-96								
July, 1995	0	\$0.00						
Aug., 1995	46	\$17,425.00		27	\$9,028.00	\$1,729.00		
Sept., 1995	1	\$125.00		21	\$3,093.00	\$2,049.00		
Oct., 1995	122	\$206,244.00		29	\$2,720.00	\$1,161.00		
Nov., 1995	55	\$23,124.00		62	\$10,151.00	\$6,383.00		
Dec., 1995	50	\$18,607.26		32	\$4,780.66	\$2,802.76		
Jan., 1996	49	\$13,814.88	(\$15,296.45)	36	\$5,296.51	\$3,472.89		
Feb., 1996	50	\$14,716.97		38	\$5,777.53	\$3,416.91		
Mar., 1996	33	\$24,936.91		36	\$6,035.12	\$3,421.75		
Apr., 1996	30	\$11,006.66		36	\$7,173.12	\$2,711.54		
May., 1996	23	\$7,989.34		24	\$3,941.69	\$2,020.29		
June 1996	50	\$22,151.31		16	\$2,790.02	\$1,182.23		
Total FY 1996	509	\$360,141.33	(\$15,296.45)	357	\$60,786.65	\$30,350.37	25.3%	70.1%
FISCAL YEAR 1996-97								
July, 1996	40	\$71,894.13		32	\$5,249.93	\$2,947.96		
Aug., 1996	32	\$5,362.64		32	\$6,254.59	\$3,783.69		
Sept., 1996	41	\$7,210.00		29	\$2,259.96	\$1,326.58		
Oct., 1996	29	\$11,092.53		25	\$3,697.89	\$2,261.98		
Nov., 1996	20	\$10,009.10		22	\$1,624.63	\$698.02		
Dec., 1996	13	\$238,466.04		22	\$5,877.18	\$2,121.53		
Jan., 1997	27	\$11,755.22		17	\$4,393.30	\$2,377.09		
Feb., 1997	47	\$18,520.87		42	\$8,579.84	\$5,552.63		
Mar., 1997	26	\$13,434.02		27	\$4,999.59	\$2,757.67		
Apr., 1997	10	\$2,908.87		15	\$2,322.88	\$1,298.66		
May., 1997	20	\$11,682.70		15	\$5,198.91	\$1,399.21		
June 1997	5	\$8,036.58		10	\$2,335.24	\$765.34		
Total FY 1997	310	\$410,372.70	\$0.00	288	\$52,793.94	\$27,290.36	19.5%	92.9%
FICAL YEAR 1997 - 98								
July, 1997	10	\$2,811.71		8	\$1,584.67	\$823.11		
Aug., 1997	14	\$8,741.30		8	\$1,496.49	\$779.14		
Sept., 1997	29	\$19,926.37		12	\$2,051.78	\$1,278.04		
Oct., 1997	12	\$4,716.81		23	\$3,184.83	\$2,063.89		
Nov., 1997	23	\$54,965.34		10	\$2,424.86	\$1,218.28		
Dec., 1997	25	\$36,881.09		15	\$4,376.97	\$2,775.66		
Jan., 1998	42	\$30,025.81		17	\$5,300.40	\$3,533.66		
Feb., 1998	37	\$31,164.95		29	\$22,961.69	\$8,501.18		
Mar., 1998	9	\$13,273.45		32	\$9,406.56	\$4,371.53		

Apr., 1998	10	\$5,628.21		10	\$2,602.62	\$1,279.77		
May., 1998	0	\$225.00		8	\$2,885.02	\$950.46		
June 1998	5	\$2,414.03		6	\$1,041.54	\$98.00		
Total FY 1998	216	\$210,774.07	\$0.00	178	\$59,317.43	\$27,672.72	41.3%	82.4%
FICAL YEAR 1998 - 99								
July, 1998	9	\$1,390.43		8	\$1,964.20	\$716.75		
Aug., 1998	10	\$2,240.70		10	\$1,048.28	\$372.47		
Sept., 1998	8	\$2,768.96		11	\$2,000.36	\$1,148.23		
Oct., 1998	22	\$28,704.85		14	\$1,860.17	\$807.48		
Nov., 1998	19	\$9,137.79		11	\$1,765.97	\$1,092.43		
Dec., 1998	23	\$11,959.10		27	\$4,441.02	\$2,040.71		
Jan., 1999	41	\$21,179.55		18	\$6,621.63	\$3,838.22		
Feb., 1999	45	\$26,236.24		41	\$12,119.09	\$6,923.61		
Mar., 1999	15	\$7,549.57		33	\$8,281.77	\$4,138.44		
Apr., 1999	9	\$8,013.54		14	\$3,035.82	\$1,388.41		
May., 1999	5	\$5,161.23		5	\$905.50	\$405.00		
June 1999	7	\$3,719.01		13	\$3,011.06	\$533.83		
Total FY 1999	213	\$128,060.97	\$0.00	205	\$47,054.87	\$23,405.58	55.0%	96.2%
FISCAL YEAR 1999-2000								
July, 1999	5	\$1,556.38		9	\$2,287.53	\$1,198.81		
Aug., 1999	10	\$2,510.83		15	\$2,455.38	\$513.73		
Sept., 1999	6	\$2,032.19	\$5,324.80	28	\$3,563.06	\$475.93		
Oct., 1999	11	\$4,452.31	\$567.75	25	\$2,775.48	\$557.41		
Nov., 1999	14	\$8,634.64		26	\$3,250.96	\$1,322.96		
Dec., 1999	24	\$15,891.96		19	\$3,862.76	\$2,126.27		
Jan., 2000	49	\$27,872.14		28	\$7,952.94	\$3,814.02		
Feb., 2000	21	\$11,039.59		30	\$10,159.24	\$6,216.42		
Mar., 2000	19	\$9,873.21		31	\$6,709.07	\$3,555.40		
Apr., 2000	12	\$7,897.70		17	\$2,932.41	\$1,512.54		
May, 2000	7	\$5,039.46	\$293.60	20	\$7,062.23	\$3,164.00		
June, 2000	16	\$14,566.88		18	\$5,766.59	\$1,852.12		
Total FY 2000	194	\$111,367.29	\$6,186.15	266	\$58,777.65	\$26,309.61	76%	137%
FISCAL YEAR 2000-01								
July, 2000	2	\$865.01		14	\$1,948.03	\$154.01		
Aug., 2000	20	\$15,837.60		17	\$3,302.27	\$1,063.92		
Sept., 2000	12	\$3,562.26		23	\$8,718.21	\$1,351.41		
Oct., 2000	18	\$122,696.24		29	\$7,457.98	\$490.16		
Nov. 2000	13	\$15,851.30		22	\$4,038.50	\$309.30		
Dec., 2000	40	\$30,234.92		24	\$7,189.98	\$462.13		
Jan., 2001	28	\$15,923.38		25	\$7,611.66	\$833.60		
Feb., 2001	35	\$20,181.39		30	\$18,568.12	\$1,917.82		
Mar., 2001	8	\$5,956.83		37	\$15,724.02	\$753.86		
Apr., 2001	20	\$24,145.82		22	\$4,856.39	\$225.93		
May 2001	4	\$1,677.36		20	\$3,700.77	\$313.58		
June 2001	3	\$932.20		31	\$8,433.81	\$346.90		
Total FY 2001	203	\$257,864.31	\$0.00	294	\$91,549.74	\$8,222.62	39%	145%
FISCAL YEAR 2001-02								
July, 2001	4	\$4,290.29		25	\$6,328.36	\$293.54		
Aug., 2001	6	\$9,452.69		18	\$2,984.52			
Sept., 2001	0	\$175.00		25	\$4,157.32	\$66.29		
Oct., 2001	15	\$6,439.06		18	\$3,174.66	\$67.32		
Nov., 2001	15	\$5,913.63		24	\$3,932.41	\$194.66		
Dec., 2001	36	\$21,868.88		20	\$5,384.19	\$502.17		
Jan., 2002	56	\$27,650.44		38	\$11,100.99	\$1,008.09		
Feb., 2002	27	\$14,211.31	\$620.55	37	\$20,017.87	\$861.63		
Mar., 2002	8	\$6,765.68		36	\$10,061.89	\$419.16		
Apr., 2002	20	\$11,296.19		19	\$2,196.02	\$49.33		
May, 2002	3	\$30,852.57	\$11,887.80	27	\$8,265.67	\$538.72		
June, 2002	3	\$8,636.08		23	\$3,418.15	\$87.91		
Total FY 2002	193	\$147,551.82	\$12,508.35	310	\$81,022.05	\$4,088.82	58%	161%
FISCAL YEAR 2002-03								
July, 2002	8	\$6,915.26		20	\$3,308.14	\$111.90		
Aug., 2002	12	\$11,943.66		24	\$4,010.98	\$47.33		
Sept., 2002	6	\$1,944.83		19	\$4,624.36	\$85.25		
Oct., 2002	24	\$12,167.99		25	\$7,131.20	\$442.95		
Nov., 2002	21	\$11,013.41		27	\$8,688.51	\$624.99		
Dec., 2002								

Jan., 2003
Feb., 2003
Mar., 2003
Apr., 2003
May, 2003
June, 2003

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CIVIL RESTITUTION ACTIVITY REPORT
CURRENT MONTH
11/01/2002 TO 11/30/2002

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	21	\$11,013.41
HEARING COSTS ASSESSED	0	\$0.00
SALE OF CONFISCATED COMMODS	0	\$0.00
SALES EXCEEDING RESTITUTION	0	\$0.00
=====		
RESTITUTION ASSESSED	21	\$11,013.41
PAYMENTS	16	\$6,991.07-
PAYMENTS AFTER PAST DUE NOTICE	2	\$75.00-
PAYMENTS AFTER REVOKED NOTICE	6	\$742.94-
PAYMENTS FROM COLLECTION EFFORT	3	\$729.50-
PAYMENTS FROM HRG COST ASSESSED	5	\$150.00-
DISCOUNTS FOR TIMELY PAYMENTS	10	\$624.99-
OVERPAYMENTS	0	\$0.00
REFUND OF OVERPAYMENT	0	\$0.00
APPLIED CONFISCATED COMMODS	0	\$0.00
APPLIED EXCEEDING BALANCE DUE	0	\$0.00
REFUND OF CONFISCATED COMMOD.	0	\$0.00
RETURNED CHECKS	0	\$0.00
MISC. ADJUSTMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
REASSESSMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
WRITE-OFFS	1	\$0.04-
ASSESSMENTS WITHDRAWN	0	\$0.00
ADJUDICATION ADJUSTMENTS	0	\$0.00
FOUND NOT RESPONSIBLE	0	\$0.00
DISMISSED BY D.A.	0	\$0.00
CASES VOIDED BY ENFORCEMENT	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00
DISMISSED BY ADMIN LAW	0	\$0.00

FOOTNOTE:

FORFEIT OF CONFISCATED COMMODS	0	\$0.00
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LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CIVIL RESTITUTION ACTIVITY REPORT
FISCAL YEAR TO DATE
07/01/2002 TO 11/30/2002

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	71	\$43,735.15
HEARING COSTS ASSESSED	10	\$250.00
SALE OF CONFISCATED COMMODS	0	\$0.00
SALES EXCEEDING RESTITUTION	0	\$0.00
=====		
RESTITUTION ASSESSED	71	\$43,985.15
PAYMENTS	46	\$16,507.29-
PAYMENTS AFTER PAST DUE NOTICE	11	\$1,945.48-
PAYMENTS AFTER REVOKED NOTICE	18	\$5,628.44-
PAYMENTS FROM COLLECTION EFFORT	9	\$3,456.98-
PAYMENTS FROM HRG COST ASSESSED	20	\$525.00-
DISCOUNTS FOR TIMELY PAYMENTS	29	\$1,312.42-
OVERPAYMENTS	2	\$0.32
REFUND OF OVERPAYMENT	1	\$6.38
APPLIED CONFISCATED COMMODS	0	\$0.00
APPLIED EXCEEDING BALANCE DUE	0	\$0.00
REFUND OF CONFISCATED COMMOD.	0	\$0.00
RETURNED CHECKS	0	\$0.00
MISC. ADJUSTMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
REASSESSMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
WRITE-OFFS	7	\$390.89-
ASSESSMENTS WITHDRAWN	0	\$0.00
ADJUDICATION ADJUSTMENTS	3	\$8,148.60-
FOUND NOT RESPONSIBLE	8	\$3,270.48-
DISMISSED BY D.A.	0	\$0.00
CASES VOIDED BY ENFORCEMENT	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00
DISMISSED BY ADMIN LAW	1	\$118.26-

FOOTNOTE:		
FORFEIT OF CONFISCATED COMMODS	0	\$0.00

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
 CIVIL RESTITUTION ACTIVITY REPORT
 INCEPTION TO DATE
 11/30/2002

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	4,461	\$3,145,973.69
HEARING COSTS ASSESSED	350	\$9,225.00
SALE OF CONFISCATED COMMODS	331	\$269,865.45-
SALES EXCEEDING RESTITUTION	138	\$58,209.82
=====		
RESTITUTION ASSESSED	4,461	\$2,943,543.06
PAYMENTS	3,018	\$643,039.55-
PAYMENTS AFTER PAST DUE NOTICE	35	\$6,698.99-
PAYMENTS AFTER REVOKED NOTICE	75	\$25,194.39-
PAYMENTS FROM COLLECTION EFFORT	38	\$26,771.22-
PAYMENTS FROM HRG COST ASSESSED	189	\$4,925.00-
DISCOUNTS FOR TIMELY PAYMENTS	2,111	\$257,706.29-
OVERPAYMENTS	117	\$92.26
REFUND OF OVERPAYMENT	59	\$11,678.96
APPLIED CONFISCATED COMMODS	17	\$44,255.65-
APPLIED EXCEEDING BALANCE DUE	5	\$6,780.54
REFUND OF CONFISCATED COMMOD.	8	\$45,896.70
RETURNED CHECKS	1	\$61.75
MISC. ADJUSTMENTS		
DEBITS	3	\$55.00
CREDITS	13	\$10.22-
REASSESSMENTS		
DEBITS	21	\$6,881.15
CREDITS	63	\$36,913.30-
WRITE-OFFS	990	\$1,065,145.70-
ASSESSMENTS WITHDRAWN	7	\$1,794.95-
ADJUDICATION ADJUSTMENTS	28	\$20,549.40-
FOUND NOT RESPONSIBLE	91	\$169,056.29-
DISMISSED BY D.A.	0	\$0.00
CASES VOIDED BY ENFORCEMENT	2	\$559.32-
OVERTURNED ON APPEAL	1	\$524.54-
DISMISSED BY ADMIN LAW	1	\$118.26-
=====		
** TOTAL OUTSTANDING	296	\$711,726.35

FOOTNOTE:

FORFEIT OF CONFISCATED COMMODS	38	\$106,941.70 *
--------------------------------	----	----------------

AGING OF SALE OF CONFISCATED COMMODITIES

VIOLATION DATE UNKNOWN	0	\$0.00
1 - 30 DAYS	0	\$0.00
31 - 60 DAYS	2	\$215.50
61 - 90 DAYS	6	\$2,365.45
91 - 120 DAYS	7	\$945.25
121 - 150 DAYS	5	\$1,856.40
151 - 180 DAYS	8	\$36,718.25
181 - 365 DAYS	29	\$15,049.38
OVER ONE YEAR	104	\$89,727.22
OVER TWO YEARS	155	\$124,798.32
OVER THREE YEARS	819	\$556,432.07
		=====
** TOTAL AGING	1,135	\$828,107.84

AGING OF OUTSTANDING CASES

COLLECTIONS WITH AGENCY:

CAN NOT BE INVOICED	4	\$2,376.12
CURRENT	16	\$8,112.75
1 - 30 DAYS	10	\$4,689.47
31 - 90 DAYS	11	\$11,765.67
91 - 180 DAYS	7	\$42,802.13
181 - 365 DAYS	37	\$27,005.41
OVER ONE YEAR	117	\$125,871.30

COLLECTIONS WITH PRIVATE COLLECTIONS FIRM:

1 - 90 DAYS	0	\$0.00
91 - 180 DAYS	0	\$0.00
181 - 365 DAYS	0	\$0.00
OVER ONE YEAR	92	\$414,337.96

AMOUNT UNDER PROTEST:

1 - 180 DAYS	0	\$0.00
181 - 365 DAYS	1	\$549.54
OVER ONE YEAR	1	\$74,216.00
		=====

** TOTAL AGING	296	\$711,726.35
----------------	-----	--------------

ENF_525U

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
CURRENT MONTH
11/01/2002-11/30/2002

PAGE: 1
DATE: 12/02/2002

	# CASES	AMOUNT
FINES	228	\$13,850.00
HEARING COSTS		
DEBITS	23	\$575.00
CREDITS	2	\$50.00-
LATE CHARGES		
DEBITS	3	\$18.50
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$14,393.50

=====

PAID IN FULL	381	\$22,722.50-
PARTIAL PAYMENTS	14	\$555.00-
ATTORNEY GENERAL COLLECTIONS	0	\$0.00
ATTORNEY GENERAL FEES	0	\$0.00
WRITE-OFFS	0	\$0.00
OVERPAYMENTS	0	\$0.00
REFUNDS	1	\$50.00
RETURNED CHECKS	0	\$0.00
MISC CHANGES		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
ADJUSTMENTS TO VIOLATION		
DEBITS	4	\$200.00
CREDITS	0	\$0.00
VOIDS	7	\$350.00-
NOT GUILTY	0	\$0.00
DISMISSED BY ADMIN LAW	1	\$50.00-
DISMISSED BY ENFORCEMENT	0	\$0.00
GUILTY/FINE WAIVED	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00

ENF_525U

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
FISCAL YEAR TO DATE
07/01/2002-11/30/2002

PAGE: 2
DATE: 12/02/2002

	# CASES	AMOUNT
FINES	3,458	\$187,360.00
HEARING COSTS		
DEBITS	1,146	\$28,650.00
CREDITS	12	\$525.00-
LATE CHARGES		
DEBITS	435	\$3,316.00
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$218,801.00

=====

PAID IN FULL	2,874	\$161,501.50-
PARTIAL PAYMENTS	69	\$3,105.00-
ATTORNEY GENERAL COLLECTIONS	0	\$0.00
ATTORNEY GENERAL FEES	0	\$0.00
WRITE-OFFS	0	\$0.00
OVERPAYMENTS	3	\$4.50
REFUNDS	48	\$1,329.50
RETURNED CHECKS	1	\$75.00
MISC CHANGES		
DEBITS	0	\$0.00
CREDITS	1	\$0.00
ADJUSTMENTS TO VIOLATION		
DEBITS	24	\$1,450.00
CREDITS	4	\$200.00-
VOIDS	139	\$7,050.00-
NOT GUILTY	15	\$750.00-
DISMISSED BY ADMIN LAW	21	\$1,050.00-
DISMISSED BY ENFORCEMENT	10	\$500.00-
GUILTY/FINE WAIVED	1	\$50.00-
OVERTURNED ON APPEAL	0	\$0.00

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
INCEPTION TO DATE
11/30/2002

	# CASES	AMOUNT
FINES	101,790	\$5,186,917.07
HEARING COSTS		
DEBITS	25,857	\$646,587.80
CREDITS	13	\$9,891.00-
LATE CHARGES		
DEBITS	532	\$4,068.50
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$5,827,682.37

=====

PAID IN FULL	60,677	\$3,205,913.99-
PARTIAL PAYMENTS	1,535	\$70,084.25-
ATTORNEY GENERAL COLLECTIONS	16	\$690.00-
ATTORNEY GENERAL FEES	33	\$345.00-
WRITE-OFFS	11,921	\$695,077.50-
OVERPAYMENTS	180	\$4,051.78
REFUNDS	310	\$14,047.31
RETURNED CHECKS	71	\$3,675.00
MISC CHANGES		
DEBITS	68	\$1,075.00
CREDITS	170	\$141.88-
ADJUSTMENTS TO VIOLATION		
DEBITS	222	\$13,100.00
CREDITS	37	\$2,200.00-
VOIDS	5,313	\$267,150.00-
NOT GUILTY	1,188	\$60,350.00-
DISMISSED BY ADMIN LAW	200	\$10,100.00-
DISMISSED BY ENFORCEMENT	36	\$1,800.00-
GUILTY/FINE WAIVED	156	\$7,850.00-
OVERTURNED ON APPEAL	0	\$0.00
		=====
TOTAL OUTSTANDING		\$1,541,928.84

AGING OF OUTSTANDING CASES FROM CITATION DATE

COLLECTIONS WITH AGENCY:

CURRENT	134	\$8,550.00
1 - 30 DAYS	237	\$13,800.00
31 - 90 DAYS	577	\$32,425.00
91 - 180 DAYS	1,316	\$72,925.00
181 - 365 DAYS	1,086	\$81,740.00
OVER ONE YEAR	18,816	\$1,316,913.84

COLLECTIONS WITH DEPT OF REVENUE:

1 - 90 DAYS	0	\$0.00
91 - 180 DAYS	0	\$0.00
181 - 365 DAYS	0	\$0.00
OVER ONE YEAR	200	\$15,350.00

AMOUNT UNDER PROTEST:

1 - 180 DAYS	0	\$0.00
181 - 365 DAYS	3	\$225.00
OVER ONE YEAR	0	\$0.00

=====

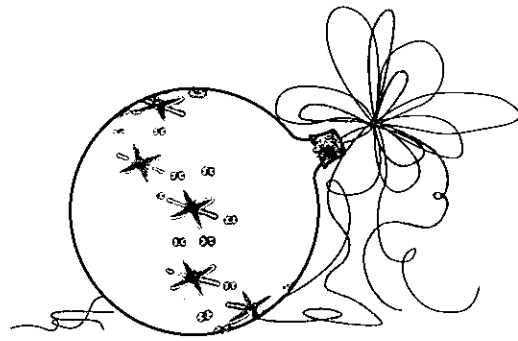
** TOTAL AGING	22,369	\$1,541,928.84
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AGING OF OUTSTANDING CASES FROM HEARING DATE

PREHEARING	527	\$31,650.00
0 - 90 DAYS	1,600	\$85,275.00
91 - 180 DAYS	1,003	\$73,635.00
181 - 270 DAYS	264	\$21,558.50
271 - 365 DAYS	200	\$16,285.00
OVER ONE YEAR	18,775	\$1,313,525.34

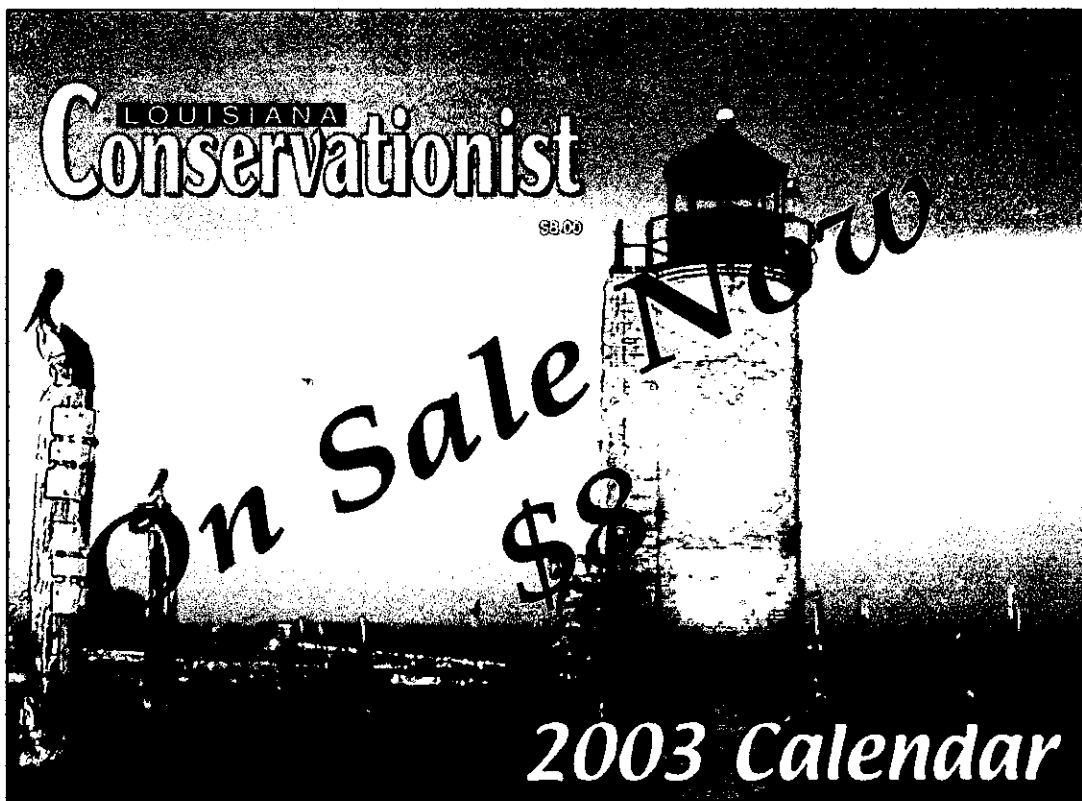
=====

** TOTAL AGING	22,369	\$1,541,928.84
----------------	--------	----------------



Season's Greetings

*Deck their Halls with
Louisiana Conservationist!*



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Teachers, Students, Neighbors and Coworkers.
Available in the LDWF Library.*

Louisiana Department of Wildlife and Fisheries

NEWS RELEASE

James H. Jenkins Jr.
Secretary



CONTACT
225/765-2925

2002-297

11/22/02

L.W.F.C. TO MEET DECEMBER 5

The next regular public board meeting has been scheduled by the Louisiana Wildlife and Fisheries Commission for 10:00 a.m. on Thursday, December 5. The meeting will be held at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, La. The agenda will be as follows:

1. Roll Call
2. Approval of Minutes of November 7, 2002
3. Employee Recognition Awards Presentation
4. Customer Service Report
5. Enforcement and Aviation Reports / November
6. Rule Ratification - Control of Nuisance Wild Quadrupeds
7. Notice of Intent - Alligator Regulations
8. Election of Chairman and Vice-Chairman
9. Set April 2003 Meeting Date
10. Public Comments

EDITORS: For more information, contact Thomas Gresham at 225/765-2923
(gresham_tp@wlf.state.la.us).

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 22, 2002

MEMORANDUM

TO: Chairman and Members of Commission
FROM: James H. Jenkins, Jr., Secretary
SUBJECT: December Commission Meeting Agenda

The next regular Commission meeting will be held at 10:00 A.M. on Thursday, December 5, 2002, in the Louisiana Room at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

The following items will be discussed:

1. Roll Call
2. Approval of Minutes of November 7, 2002

OFFICE OF MANAGEMENT & FINANCE

3. Employee Recognition Awards Presentation
4. Customer Service Report

WINTON VIDRINE

5. Enforcement & Aviation Reports/November

OFFICE OF WILDLIFE

6. Rule Ratification - Control of Nuisance Wild Quadrupeds
7. Notice of Intent - Alligator Regulations

Page 2
Commission Meeting
November 22, 2002

OFFICE OF FISHERIES

(None)

8. Election of Chairman and Vice-Chairman
9. Set April 2003 Meeting Date
10. Public Comments

JHJ:sch

cc: Jim Patton
Phil Bowman
John Roussel
Craig Lamendola
Don Puckett
Dennis Kropog
Ewell Smith
Division Chiefs
Marianne Burke

November 22, 2002

NEWS RELEASE

APPROVED: _____



AGENDA FOR COMMISSION MEETING

The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 5, 2002, at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

1. Roll Call
2. Approval of Minutes of November 7, 2002
3. Employee Recognition Awards Presentation
4. Customer Service Report
5. Enforcement & Aviation Reports/November
6. Rule Ratification - Control of Nuisance Wild Quadrupeds
7. Notice of Intent - Alligator Regulations
8. Election of Chairman and Vice-Chairman
9. Set April 2003 Meeting Date
10. Public Comments

C O V E R

S H E E T



FAX

To: Tom Gattle

Fax #: 318-559-1524

Subject: Agenda

Date: November 20, 2002

Pages: 3, including this cover sheet.

COMMENTS:

Please call me after you review the attached agenda. Thanks!

From the desk of...

Susan Hawkins

La. Dept. Of Wildlife & Fisheries
P. O. Box 98000
Baton Rouge, LA 70898-9000

225-765-2806
Fax: 225-765-0948

, 2002

MEMORANDUM

TO: Chairman and Members of Commission
FROM: James H. Jenkins, Jr., Secretary
SUBJECT: December Commission Meeting Agenda

The next regular Commission meeting will be held at 10:00 A.M. on Thursday, December 5, 2002, in the Louisiana Room at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

The following items will be discussed:

1. Roll Call
2. Approval of Minutes of November 7, 2002

OFFICE OF MANAGEMENT & FINANCE

3. Employee Recognition Awards Presentation
4. Customer Service Report

WINTON VIDRINE

5. Enforcement & Aviation Reports/November

OFFICE OF WILDLIFE

6. Rule Ratification - Control of Nuisance Wild Quadrupeds
7. Notice of Intent - Alligator Regulations

Page 2
Commission Meeting
, 2002

→ pulled 11/21/2002 -
11:20 AM -
conversation w/ Bernie
Jonkerat

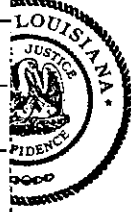
OFFICE OF FISHERIES

8. Notice of Intent - Paddlefish - Special Fishing Season
9. Election of Chairman and Vice-Chairman
10. Set April 2003 Meeting Date
11. Public Comments

JHJ:sch

cc: Jim Patton
Phil Bowman
John Roussel
Craig Lamendola
Don Puckett
Dennis Kropog
Ewell Smith
Division Chiefs
Marianne Burke

Louisiana



Wildlife Division -
Tommy Prickett
No items as of
11/19/2002 - 1:45 PM

Wildlife & Fisheries
P.O. Box 98000
Baton Rouge, LA 70898-9000
765-2800

M.J. "Mike" Foster, Jr.
Governor

December 4, 2002

Assistant Secretary-Office of Wildlife,
Office of Fisheries and Confidential

, Secretary

Agenda - December 5, 2002

Review of this memo and return to Susan
with any agenda items your office may
wish to bring to the 5th Commission Meeting to be held
in the Wildlife and Fisheries Building,
Baton Rouge. Meeting will begin at 10:00 a.m. on

December 5th. If you do not have anything for the agenda, please
return memo and indicate so on the bottom of this memo. We cannot
add anything to the agenda that requires commission action after we
have published the agenda in the state journal.

Resolutions and Notices of Intent should be included with the
list of items to be placed on the agenda. Thank you for your
cooperation!

JHJ/sch
cc: Commissioners
Don Puckett
Winton Vidrine ✓
Tommy Prickett
Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke

End Report!

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
Assistant Secretary-Office of Fisheries and Confidential
Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 5, 2002

Please write on the bottom of this memo and return to Susan Hawkins by Monday, November 18th any agenda items your office may have for the Thursday, December 5th Commission Meeting to be held in Baton Rouge, Louisiana, at the Wildlife and Fisheries Building, 2000 Quail Drive. This meeting will begin at 10:00 a.m. on December 5th. If you do not have anything for the agenda, please return memo and indicate so on the bottom of this memo. We cannot add anything to the agenda that requires commission action after we have published the agenda in the state journal.

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Don Puckett
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Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke

CUSTOMER SERVICE REPORT

- ME

EMPLOYEE RECOGNITION AWARDS

- MR. J OR ME

Hawkins, Susan

From: Melancon, Midori
Sent: Wednesday, November 06, 2002 4:43 PM
To: Hawkins, Susan
Cc: Kees, Wynnette
Subject: Employee Awards and Recognition

Susan, please reserve a slot of time for the Appointing Authorities to give out the awards to the winners. Last year, I believe it was the first thing on the agenda in the December Commission Meeting. Can we do it at the same time again? If so, what time is that? Thanks.

Midori Melancon
Human Resource Manager
Department of Wildlife and Fisheries
(225) 765-2869
Fax (225) 763-3510

State of Louisiana



Susan Hawkins

James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
Assistant Secretary-Office of Fisheries and Confidential
Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - ~~December~~ 5, 2002

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cc: Commissioners
Don Puckett
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Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie ✓
Ewell Smith
Marianne Burke

*Ratify Nuisance
Animal Control Rule
Jimmy Ernst*

*NOI - Alligator Regs -
Noel Kinler*

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
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(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
Assistant Secretary-Office of Fisheries and Confidential
Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - ~~December~~ 5, 2002

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JHJ/sch

cc: Commissioners
Don Puckett
Winton Vidrine
Tommy Prickett
Bennie Fontenot ✓
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke

Dear Susan:
I have the following items
for the December Commission
Meeting Agenda:

1) Notice of Intent - Paddlefish
Special Fishing Season.

Thanks,

Bennie
Inland Fisheries Div.

pulled
11/21/2002
11:20 AM
per Bennie
Fontenot

An Equal Opportunity Employer

C. John Kouscel

Hawkins, Susan

From: Foote, Karen
Sent: Monday, November 18, 2002 10:37 AM
To: Roussel, John E
Cc: Porch, Pat; Hawkins, Susan; Abbott, Janet
Subject: No marine items for December Commission meeting, at this point

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
Assistant Secretary-Office of Fisheries and Confidential
Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 5, 2002

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JHJ/sch

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Don Puckett
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Tommy Prickett
Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke ✓

*Nothing from Public Information
Merrilee*

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800

M.J. "Mike" Foster, Jr.
Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
Assistant Secretary-Office of Fisheries and Confidential
Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - **December 5, 2002**

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JHJ/sch

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Brandt Savoie
Ewell Smith
Marianne Burke

 * P. 01 *
 * TRANSACTION REPORT *
 * NOV-06-02 WED 09:55 AM *
 * DATE START RECEIVER TX TIME PAGES TYPE NOTE M# DP *
 * NOV-06 09:55 AM SEAFOOD MKTG BOARD 45" 1 SEND OK 241 *
 * TOTAL : 45S PAGES: 1 *

State of Louisiana



James H. Jenkins, Jr.
 Secretary

Department of Wildlife & Fisheries
 Post Office Box 98000
 Baton Rouge, LA 70898-9000
 (225) 765-2800

M.J. "Mike" Foster, Jr.
 Governor

November 4, 2002

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife,
 Assistant Secretary-Office of Fisheries and Confidential
 Assistant

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 5, 2002

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